

<b>Position</b>	<b>Manager- Parts</b>
<b>Department</b>	Customer Support- Parts
<b>Location</b>	Kolkata
<b>Reports to</b>	Head Customer Support
<b>Reported by</b>	Parts Operations Team

**Role Objective**

- To ensure establishment and growth of Parts business across the All India operation.
- To be responsible for development of parts stocking module to meet customer demand for spare parts through efficient inventory management system.
- To be overall responsible for ensuring customer requirements for parts and the same is fully catered through TIL.

**Responsibilities**
**Strategic:**

- Develops the overall Parts business strategy for the Business Sector – long term, medium term and short term with specific business targets in consultation with the Head- Customer Support.
- Develops Inventory Planning along with the Regional Customer Support representatives across the regions.
- Derives high level of customer satisfaction by ensuring timely availability of parts.

**Operational:**

- Ensures that a wide parts network is developed through the branches to cater to the customer's .
- Tracks the record of moving parts and ensures the availability of the same.
- Reviews inventories on a regular basis to match the requirement of the company and its customers.
- Helps in driving parts sales growth of the company along with profitability enhancement as per budget.
- Establish support mechanism by ensuring New Product Introduction (NPI).
- Implements the parts logistics network across the organization for timely availability of parts as and when required both centrally and at the branch level.
- Monitors the Parts return and Inventory distribution across all the location.
- Makes monthly and quarterly forecasting reports to maintain the parts inventory.
- Monitors depot management which includes opening of new depots and upgradation of old depots as per plan.
- Works in close association with the regional service team for parts sales leads.
- Monitors parts warehouse infrastructure.
- Monitors the compliance of procurement on time to achieve monthly and annual sales target.
- Develops special pricing to liquidate non-moving stocks.
- Ensures order booking for parts from Govt. Sector and private sectors.
- Manages Key Account Relationships throughout the organization along with the Regional Customer Support Representatives.

- Communicates market understanding to the organization to ensure that it is constantly exposed to this knowledge and adapts itself accordingly.

**Financial:**

- Maintain optimal inventory level for cost optimization
- Ensures achievement of desired profitability in the Parts business.
- Ensure optimal manpower costs within his department.
- Ensure achievement of revenue generated through sale of Parts as per budget.

**People Management:**

- Assumes overall responsibilities to develop, motivate and lead his team and establish mechanisms to groom potential managers.
- Ensure timely implementation of Performance Management Systems as per guidelines.
- Takes initiatives and encourages team to undergo technical trainings to upgrade their skill levels.
- Provides inputs to individual developmental plan of all the subordinates and also evaluate the effectiveness of the training provided.
- Ensures optimum allocation of resource.
- Monitors the initiation steps to demonstrate cultural change and enhancing image building of the organization.

**Internal Interface**

- Regional Offices
- Factory Operations

**External Interface**

- Collaborators
- End customers
- Vendors

**Education**

- B.E. /B.Tech in Mechanical Engineering.

**Experience**

- 8- 10 years in parts business operation with relevant Industrial background

**Functional Skills**

- Knowledge of EPS products
- Inventory management
- Planning Skills
- Exposure in CRM

**Behavioural Skills**

- Customer Orientation
- Change Management
- Execution Excellence
- Achievement Orientation
- Decision Making
- Personal effectiveness
- Impact & Influence