

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

**Role Objective**

- To establish the organization as a world class service provider for the range of Port Equipments, Crushers & Screens and the Double Barrel Hot Mix Asphalt plant.
- Takes ownership for increasing the product support revenues of the organization.
- Ensures improvement on productivity and optimum utilization of manpower and other resources.
- Build capabilities across the organization to help achieve the business goals.

**Responsibilities**
**Strategic:**

- Develops product support strategies along with the Head-Customer Support.
- Implements the product support strategies throughout the organization.
- Establishes the service organisation across the regions as a World Class service provider for all the products.

**Operational:**

- Ensures that a wide service network is developed through the branches to cater to the customer's needs.
- Maintains and ensures swift completion of Operations & Maintenance contracts across the organization.
- Identifies customer loyalty influencers and support the operations to achieve higher customer loyalty.
- Monitors the implementation of the plans for service training to ensure formulation of world class service organizations hence increasing customer satisfaction.
- Monitors service systems and processes as implemented in the region and conducts variance analysis and ensures bridging the gap.
- Monitors the customer satisfaction indices developed by the Head Customer Support and also intervenes wherever required to increase the satisfaction level of the customers.
- Guides the Regional Customer Support representatives to ensure minimizing Mean Time to Repair (MTTR), Mean Time between Failures (MTBF) and Turn Around Time (TAT) to ensure satisfied customers.
- Plans and executes service camps for improving service level throughout the organization.
- Ensures implementation of ISO procedures.
- Oversees the warranty claims along with the Regional Customer Support representatives.
- Analyzes customer complaint along with the regional customer support representatives on a regular basis to understand complaint areas and try to solve the same.
- Coordinates with the logistics team for timely availability of parts.
- Manages Key Account Relationships throughout the organization along with the Regional Customer Support Representatives.

- Coordinates with the manufacturing and design team for giving product feedback and product improvement from a service perspective.
- Ensures the achievement of revenue generation targets through service and parts sales as per annual plan to add to the bottom line of the company.

**Financial:**

- Ensures that service organization provides better product support revenue which would enable 100% Absorption Rate.
- Adheres to the budget for ensuring cost minimization.
- Ensures optimal manpower costs within the organization.

**People Management:**

- Assumes overall responsibilities to develop, motivate and lead his team and establish mechanisms to groom potential managers.
- Ensures complete competency mapping of all the service engineers and identifies training needs from the same.
- Ensures 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**

- All required departments

**External Interface**

- All external customers.
- Vendors/Suppliers

**Education**

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

**Experience**

8 to 10 Years in service function in relevant industry. Minimum 3 years experience in handling a large service network.

**Functional Skills**

- Knowledge of EPS products
- Logical problem solving
- Technical acumen of handling Service Operation
- Interpersonal skills

**Behavioural Skills**

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