

| Department | Service | Work location | Pan India | | |
|---|------------------|---|--|--|----|
| Purpose : To Ensure Quality Of Operations Provided By Service Partners Of A Territory, Provide Service to Trade Partners and Maintain Revenue From Sale By Service Partners | | | Key partners | | |
| Key activities and responsibilities : <ul style="list-style-type: none">• Supervision of Service Partner Operations<ul style="list-style-type: none">○ Ensure quality of customer service provided by service partners<ul style="list-style-type: none">▪ Regularly monitor and help improve service quality parameters like open calls, same day closures, escalations of each service partner▪ Assist service partners in educating service engineers about the right attitude for handling customer interactions○ Validate replacement calls and initiate the process from service end○ Assist service partners in stock management for spare parts• Defect Management and Trade<ul style="list-style-type: none">○ Maintain trade partner satisfaction by providing timely resolution in case of defective products at the shop floor○ Provide swift response to escalated customer issues raised by trade partners○ Perform periodic stock checks at trade partner godowns and minimise stock defects and repair costs• Training of Service Engineers<ul style="list-style-type: none">○ Provide engineering solutions to issues faced by Service Engineers○ Guide the service engineers to excel in soft skills and customer interactionProvide technical support to build expertise in specific product repairs and new products• Sales and revenue<ul style="list-style-type: none">○ Promote sales of accessories, water products, spare parts and stabilisers to the service partners○ Interface with service quality team and service partners to communicate targets and incentive schemes | | | Internal | <ul style="list-style-type: none">• Coordinate with Branch Service Manager and Service Team for targets and product modifications | |
| | | | External | <ul style="list-style-type: none">• Meeting up with Service Partners to ensure efficient customer service• Provide guidance and technical support to Service Engineers• Meeting up with trade partners and ensure defect resolutions | |
| | | | Reports to : Branch Service Manager | | |
| Deliverables : <ul style="list-style-type: none">• Quality of Service Partner operations• Defect resolution for Trade Partners• Technical support to service engineers• Sale of accessories and other products Decision owned: NA | | | | | |
| Key KPIs : <ul style="list-style-type: none">• Maintain service quality parameters• Drive accessories sales targets, stock management for service partners• Minimise stock repair cost and defective stock escalations by trade partners | | | | | |
| Competencies /educational requirement/knowledge, skill, abilities | | | | | |
| Educational requirement | Necessary | Engineering (Electronics & Communication Engineering / Electrical Engineering / Mechanical Engineering) | Experience | Necessary | NA |
| | Desired | NA | | Desired | NA |
| Technical <ul style="list-style-type: none">• Electronics & Communication Engineering / Electrical Engineering / Mechanical Engineering concepts and theory• Sales intuitiveness• Good communication skills | | | Managerial <ul style="list-style-type: none">• Have Passion – for our products, brands and consumer• Be Bold – follow your aspirations and develop plans to achieve what many think is not possible; informed risk- taking is rewarded• Play To Win – consistently demonstrate the drive, determination and persistence to succeed | | |
| Constraint's /challenges : <ul style="list-style-type: none">• Adherence to company policies relating to Stock Management, Replacement, etc | | | | | |