

Job Reference	AURA\SR\ADM\09\2014
Closing Date	25 th October, 2014
Job Position	General Manager - Service
No: of Vacancies	1
Job Location	Palakkad / Cochin
Experience Required	Minimum 10 years experience in Heavy diesel Engines and / or generator sets of Cummins, Leyland, Mahindra, Kirloskar, CAT etc
Candidature	Men
Job Purpose	We are searching for a General Manager - Service to join our Technical Service team. This role is responsible for understanding the company and customer technical needs; developing, defining and implementing short and long term Technical Service strategies to achieve company and customer needs. This position also manages and develops the state-wide technical service function, activities and processes.
Job Duties	<ul style="list-style-type: none"> ✓ Effective organisation of the Service Team, managing cost control efficiently. ✓ Ensure adherence to schedules and growth of the service business. ✓ Managing the service team, subcontractors and vendors whilst achieving best customer service levels. ✓ Create, coach, lead, mentor, motivate and enhance the service team. ✓ Identify areas for improvement and make positive changes. ✓ Conduct appraisals, agree competence development programmes and measure progress. ✓ Meet annual targets as well as ensuring 24/7 customer support services. ✓ Communicate and support cross functional work teams such as customer support / services and marketing / sales ✓ Create and maintain information about services done in the company enterprise database. ✓ Communicate with the customer to ensure satisfaction and implement any necessary corrective actions. ✓ Other miscellaneous duties commensurate with the capabilities of a General Manager Service.
Skills &Qualifications	<ul style="list-style-type: none"> ➤ A minimum of 10 years experience in relevant mechanical and/or electrical engineering fields. ➤ Excellent interpersonal skills. ➤ Ability to travel. ➤ An understanding and ability to use technical/professional knowledge and information. ➤ Knowledge of generator sets and other diesel driven equipment. ➤ Experience / Trained in various Small, medium & heavy diesel engines of Cummins, Ashok Leyland, Mahindra, Greaves, Kirloskar and other popular brands in India. ➤ The desired person must be willing to travel, be able to work under pressure and have strong work ethics. ➤ A Diploma / Bachelor degree or equivalent technical qualification in electrical / mechanical engineering is preferred. ➤ Working knowledge of MS Office suite (Excel & Word) and internet / mobile based software will be an added advantage.