




JOB DESCRIPTION	
Position Title	Manager - Service
Reports To	DGM - Service
Department	Service
Qualification	Diploma/ B Tech in electronics
Work Experience	5 - 7 Years
Primary Duties	Overall control of customer support activities such as servicing, technical assistance to customers, and spare flow monitoring.
	Dealer visits and coordination for smooth service activities
	Technical knowledge
	Calls for more than 5 days have to be directly monitored and solved
	Organizing monthly customer complaint meetings, collecting solutions from R&D, and implement
	Preparation trend curve of the customer complaint location-wise and defective parts-wise
	Analyzing the customer complaints and sharing the reports weekly and monthly with the HOD.
	Raising corrective action reports for customer complaints
	Coordination with other departments for effective and timely service and problem-solving to the customers
	Setting Service targets and operational plans to achieve targets, its execution and monitoring.
	Identification of training needs for the personnel in the department.
	Approval of TA bills and expense control
Skills Required	Communication
	Leadership
	Managerial skill
	Computer knowledge
	Technical knowledge
	Expense control
Email ID	jobs@hykonindia.com
Contact	85930 75050

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