

Position: Assistant Manager – Services

Responsible to: Service Manager

A. Overview of the position

The Assistant Manager – Services will be responsible for planning, development and implementation of PIA's marketing and operational tactics for the 'Service' solutions. The solutions, primarily, include Installation & Commissioning (I&C), Annual Maintenance (AMC) and repair of equipment that PIA deals with. He/ She will be responsible for implementing PIA's sales strategies and also ensure that the service delivery is optimally planned and exceeds the expectations of clients, both in the Railways and Industrial segments. He/ She will be responsible for effective coordination with the other functions of the organization, to ensure that the objectives defined above are achieved.

B. Qualification

- Primary: Engineering (Mechanical)
- Additional (preferred): Certification/ Diploma in allied courses

C. Experience and Skills

- A minimum of 3 years of experience in marketing and service delivery of solutions, for highly technical products, with demonstrated success, preferably in the Railways and Industrial sectors.
- Proven strong technical knowledge of high-value specialized products as well as experience in planning and execution of service solutions.
- Strong technical acumen, in order to understand technical drawings, technical specifications and applications of various specialized products.
- Demonstrated ability to supervise delivery of multiple services by team members, for clients across multiple locations.
- Strong creative, analytical, organizational and personal sales skills, to be able to focus on revenue enhancement as well as quality service delivery.
- Excellent marketing skills, in terms of identifying challenges and recommending solutions to the clients.
- Demonstrated skills and experience in nurturing client relations.
- Proven skills for hiring, developing and appraising engineers for the vertical/ function.
- Experience in developing and managing budgets for the vertical/ function.
- Computer literacy in Microsoft Office, data base management and other tools.
- Commitment to working with shared leadership and in cross-functional teams, as required by the business.
- Strong oral and written communications skills.
- Openness to extensive travel, to meet internal and external business demands.

D. Working Relationship

The position reports to the Service Manager and serves as a member of the operational team.

This position participates with the Service Manager in charting the direction for the 'Services' vertical of PIA and manages the assigned 'Services' team, assuring its accountability to all the stakeholders. It also has working relationship with other cross-functional teams.

E. Key Responsibilities

- Support the Service Manager, towards guiding the operations of the 'Services' vertical of PIA, for its railways and industrial customers;
- Support the Service Manager towards creating, implementing and measuring the success of the 'Services' vertical and manage operational departmental budgets;
- Ensure alignment of Service operations to overall business strategy;
- Propose improvement in planning and service delivery, for the service solutions of PIA;
- Responsible for planning and scheduling of visits for I&C, AMC, Repairs and other service solutions, under the guidance of the Service Manager;
- Responsible for ensuring prompt and quality service delivery of service solutions;
- Responsible for devising strategies for generating revenue, through sale of spare parts and by identifying new prospects for annual maintenance;
- Responsible for handling emergency service requests and resolution of customer complaints;
- Assist in hiring, training and development of team members in the 'Services' vertical;
- Assist in setting, monitoring and appraising targets and performance goals for the team members in the 'Services' vertical, under the guidance of the Service Manager;
- Responsible for identifying the training needs, facilitating the training requirements and developing the team members in the 'Services' vertical;
- Provide technical assistance for preparation and submission of bids/ offers, pertaining to service solutions as well as product supply, where needed;
- Oversee procurement of spares, committed through maintenance visits and ensure availability of inventory, in collaboration with the Supply Chain function;
- Maintain quality relationship with the Principals and key customers, under the guidance of the Service Manager;
- Ensure timely generation and submission of Management Reports;
- Maintain database of principals, prospects, customers and contracted services, segregated for Railways and Industries;
- Support the Sales teams, in their endeavors, depending on the need of the business.

F. Other Responsibilities

- Coordinate and collaborate with other functional departments, to facilitate meeting of business objectives;
- Drive initiatives taken by the management, to ensure implementation within the 'Services' vertical;
- Ensure the vertical's adherence to PIA's policies and procedures, including timely update of various Trackers, pertaining to leads, enquiries and requests for quotations, etc., pertaining to service solutions;
- Ensure that the department's costs, such as travelling, communication and business development, etc. are controlled and minimized, for effective utilization of the Company's resources;
- Ensure that the Company's properties and assets are safeguarded;
- Ensure maintenance of workplace health and safety requirements.