

Area Service Manager

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Company: Monalisa Group of Services

Location: Telangana

Category: other-general

Area Service Manager - Walk-in-Drive@ Hyderabad - TelanganaWalk-In-Interviews@ Hyderabad, TelanganaGilbarco Veeder Root India Pvt Ltd. (Venue)5-10-136/268/4P/2/NR, 1st & 2nd Floor,Above Andhra Bank, A.P.H.B. Colony, Moula Ali,Post-Hyderabad, Telangana – 500 040.Timings - 10.00 am to 06.30 pmDates – 13th & 15th of March 2024 (Wednesday to Friday)Mandatory Registration is required before the scheduled date on the Email ID Executivehr@monalisammlp.com , without registration candidature will not be considered.We have an urgent opening for the position of Area Service Manager at one of our reputed clients M/s. Gilbarco Veeder Root (I) Pvt. Ltd. & ORPAK Systems India Pvt. Ltd. on our company payroll M/s. Monalisa Manpower Management LLP.Company Name:- Monalisa Manpower Management LLPClient Name:- Gilbarco Veeder Root India Pvt. Ltd. & Orpak System India Pvt. Ltd.Client/Deputed Company Website:- <https://www.gilbarco.in/> & <https://www.orpak.com/>Job Location & Position Details are as follows :Area Service Manager – Hyderabad, TelanganaDepartment: Fuel Dispensing Unit & Retail Outlet Automation ServicesLocation: Hyderabad, TelanganaReporting to: State HeadPositions:- 01Rolls:- Off-roll /TPC.Please apply those who reside near the vacant location.Educational Qualification: - Any DegreeSalary Range: - Salary In between 35k-55k CTC or depends upon interview evaluation.Experience:- Experience More than 05 Years minimumJob Nature:- Full TimeLanguage:- English, Hindi, Local Language (Mandatory).Driving License is Mandatory.Extensive Traveling is there. Product Line: - Fuel Pumps & Dispensers, Renewable Energy Products, Forecourt Automation, Meter Registers etc. Purpose of PositionTo allocate Jobs & supervise field-based engineers within a specific region. Maximize all opportunities to

raise the technical ability and effectiveness of field-based engineers. Update activities and status in CRM / IFS System and maintain reports. Active participation with the State Head in implementing Systems / FBS into field engineering activities.

Key Responsibilities –

- Compliance with all company procedures and Health & Safety policies.
- Download pending complaints from IFS at regular intervals.
- Allocate complaints to engineers who are registered in IFS immediately.
- Update spare requirement in IFS based on the engineer's feedback from the retail outlet.
- Coordination with the store's team for dispatch of required spares to the engineers.
- Take regular feedback from engineers and update IFS and oil company portal accordingly.
- Send quotations to customers for chargeable jobs. Attach approval copy received from customer against its work order in IFS.
- Follow up with engineers for Breakdown service reports.
- Segregate billable service reports and attach it against its work order in IFS.
- Respond to customer calls and e-mails.
- Follow up with service engineers to send defective spares to service centre on a weekly basis.
- Ensure timely execution of DU installation and project jobs.
- Engineer support during introduction of new equipment or new business activity.
- Report all matters of urgent concern / abnormal activity in the field to the State Head/RM.
- Ensure geographical area /RO / Complaints/ Nozzle/ wise workload distribution to all engineers.
- Ensure the availability of toolkits and PPE for all engineers.
- Prepare monthly schedule for spare reconciliation of engineers.
- Coordinate with Commercial Executives for accurate planning of Preventive maintenance and breakdown jobs to increase productivity.

Measures of Performance

1. Adherence to SLA.
2. Field Engineer productivity
3. Timely submission of service reports for chargeable invoicing.
4. Penalty reduction.
5. Safety Audits.

Background and Skill

1. Good computer skills, including Word, Excel.
2. Good knowledge of ERP.
3. Minimum 5 years' experience in the field work.
4. Experience of managing people desirable.

Personal Trait Profile

1. Flexible attitude to work.
2. Willingness to own issues and ensure targets are met.
3. Ability to flex between supervising resources and making visits in the field.
4. Planning and execution capability

Health & Safety Responsibilities

1. To be aware of legislation, codes of practice, guidance notes, and safe working practices relevant to the Company's field operations.
2. To ensure the provision and implementation of safe systems of work and systems to identify hazards within the workplace.
3. To assist in the investigation of work-related injuries, incidents and near loss occurrences to prevent a recurrence.

Scope and Impact of Position Responsibilities

This new role will find the ASM / ASC responsible for up to 20 - 30 field-based engineers. The role will involve working closely with Field Engineers, Office staff, and State Head to ensure that targets are being met and

plans are put in place to countermeasure issues that arise. Domain: Fuel dispenser; Automatic Tank Gauging; Forecourt controller; Automation; Electronic Payment; Point of Sale; Back Office; software and hardware components PERSON SHOULD BE WILLING TO JOIN IN 07-10 DAYS OR IMMEDIATELY JOIN. Request for interested candidates; Please share your updated resume with us below Email-ID executivehr@monalisamllp.com, also candidates can reach us at 9029895581. Current /Last Net in Hand - Salary will be offered based on the interview /Technical evaluation process-- Notice Period & LWD was/will be - Reason for Job Change - Total Years of Experience in Specific Field -Driving License - Mandatory - Please Confirm with YES or No.

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