

SEW EURODRIVE		HUMAN RESOURCES JOB DESCRIPTION	Reference No. 6242		Next Review Aug 2023
SEW EURODRIVE INDIA PVT. LTD.			Edition No. 0	Date (YY.MM) 27.01.11	
JD	Human Resources		Compiled By Br.Mgr	Approved Rg.Mgr	Issued By KB

POSITION : ASSISTANT MANAGER – BRANCH SERVICE (GM)

ENGINEER – BRANCH SERVICE (GM)

WORK LEVEL: 04

RESPONSIBILITY:

1. Providing service support to customers based on SRF from sales
2. Providing technical support to sales engineers/customer
3. Planning and attending pending service jobs
4. Attending emergency service jobs within the target time frame
5. Inspecting customer units, making a failure analysis if possible at site and sending the service estimate as per the service guidelines to concerned sales engineer
6. Servicing geared-motors at customer's place to the extent possible based on written confirmation from sales
7. Servicing geared-motors at Service-Center to the extent possible based on written confirmation ahead from sales
8. Arranging for sending geared-motors which are not possible to be serviced locally to the assembly plant for service estimate and co-ordination with Tech dept for completion of the job based on written confirmation from sales
9. Service training of customer's engineers as per the request from sales.
10. Maintaining the complete documentation of service orders and files.
11. Up dation of the records in the system for the branch and for the Head Office.
12. Give feedback to maintain necessary spares inventory at branch to ensure quick service response in coordination with Branch Manager / Regional Manager.

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13. Maintain the Service center and all the required tools, tackles, equipment in good working condition and timely maintenance of the same
14. Doing other jobs as instructed by the Branch Manager /Regional Manager in the absence of service jobs
15. Responsible to maintain documents and records as per QMS procedure of the department

AUTHORITY:

1. Making the Service Estimate
2. Making and signing the Service Report and sending to customer
3. Decision on replacement of the components at the time of attending the job up to Rs.10,000/ (Jointly with Manager Service / Branch Manager)
4. Decision on the further course of actions in service

DIMENSIONS:

Area : All regions respective to the sales branch.
Direct Reporters : 0
Value : 250-300 Customers

PROFILE:

EDUCATION : Diploma in Mechanical/Electrical engineering from reputed institute
EXPERIENCE : Minimum 3 years and above in maintenance or servicing similar products in any engineering industry. Minimum 2 years experience within SEW for internal recruitment
SKILLS REQUIRED : Customer Relationship Management, Repairing Skills, Trouble Shooting Skills, Communication Skills