

SEW EURODRIVE		HUMAN RESOURCES JOB DESCRIPTION	Reference No. 7142		Next Review Aug 2025
SEW-EURODRIVE Ind Pvt Ltd			Revision No. 0	Date 03.01.11	
JD	Human Resources		Compiled By JD-7131	Approved By JD-7101	Issued By JD-4531

POSITION	:	ASSISTANT MANAGER / EXECUTIVE - SERVICE (D & A)
Work level	:	04
RESPONSIBILITY	:	<ol style="list-style-type: none"> 1. Inspecting/Testing/Repair/dispatch clearance of SEW Electronics products, Making Report's & sending Estimates and dispatch advice to Dispatch dept. 2. Pre-Dispatch testing of New Inverter received in Lab on T-order and maintaining its record. 3. Testing the rejected and returned material from customer and necessary actions for taking the same in to stock, in co-ordination with materials dept. 4. On line (Thro. Telephonic conversation) service support to customers / branch engineers on service / Commissioning of electronics. 5. First line of contact for Germany / Invertek on information related to Repairs & technical support of electronics products – Jointly (Manager D&A). 6. Recommendations for inventory maintenance of critical components of repairs to smoothen the repairing activity – Jointly (Manager D&A). 7. Maintaining Service documentation for all Service conducted. 8. Maintain the Service center and all the required tools, tackles, equipment in good working condition and timely maintenance/ calibration of the same. 9. Getting the Old units back from customer for which we had already sent the FOC replacement. 10. Sending Objection report to Germany / Invertek for Warranty Failure case for getting the free replacement from Germany / Invertek. 11. Receiving SRF from the respective sales dept and allocating the job to service engineers and to follow up till the completion of job.-Jointly (Manager D&A). 12. Co-Ordination in the expansion project including the new Repair setup and Assembly of electronics products.

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13. Training on repair & testing to the New Joined Engineers.

14. Maintenance of Quality Manual System.

AUTHORITIES:

1. Preponement - Postponement of Repair job.
2. Service Job allocation to electronics service team – Jointly (Manager D&A).
3. Signing of Inspection and test reports / Service Report, SRL & dis-assembly orders.
4. Making and sending the Service estimate.
5. Authority to certify the warrantee cases – Jointly (Manager D&A).

DIMENSIONS:

No of Repair Jobs : 150
Repair Revenue : 30 lacs per year

PROFILE:

EDUCATION : BE or Diploma in Electrical / Electronics from recognized institute

EXPERIENCE : BE – 1 – 2 years of experience, Diploma - 4 – 6 years of experience in the field of Drives & Automation.

SKILLS REQUIRED : Repair or maintenance in drives and automation products. Good Communication Skills would be an added advantage.