**Terms of Reference for Service Manager, SMLI/ Earthmoving**

|  |  |
| --- | --- |
| **Position Title** | : Service Manager |
| **Grade**  | : 7 |
| **Type of Employment** | : Regular  |
| **Reporting**  | : HOD, SMLI  |
| **Qualification and Experience** | : Minimum of Bachelor’s Degree from a recognized university with specialization in Mechanical Engineering /Auto Mechanical Engineering. Preference will be given to candidates with at least 2 years of work experience in auto-mobile/ earthmoving equipment industry. |
| **Background** | The primary responsible of Service Manager is to independently operate agriculture machinery business of the company within the guidelines and processes laid down by the company. The secondary responsible is to act as Service Manager for SMLI vehicles in collaboration with all stakeholders to enable end-to-end seamless execution of day-to-day activities at Division level to ensure customer loyalty resulting in superior business performance.  |
| **Knowledge, skills and abilities** | Good knowledge of agriculture machineries and automobile business and carrying strategic analysis, planning and setting annual targets, preparation of budget, Cash flow projections, Sales forecasting, inventory management, and overall sales management and operations of the Business: Should have good administrative and liaising skills. |
| **Duties and responsibilities and accountability**  | * Shall report to the HOD for all Administrative and Business affairs.
* Shall set sales targets, budget requirements for Capital and Current activities, product, marketing, business planning, business strategy and any other activities necessary for the business operation.
* Shall execute business operations as per targets.
* Shall be responsible for making good working environment for staff within the division conducive for good Performance.
* Ware house planning, timely ordering of parts to central ware house, accounting all the inward and outward details of parts in ERP on daily basis
* Shall maintain good relationship with manufacturers and suppliers as well as with regulatory bodies.
* Shall maintain good relations with customers and clients.
* Shall carryout & fulfill activities to establish service center in strategic locations within the country and report progress monthly/quarterly.
* Shall install and maintain good inventory management system for the products dealt with.
* Provide technical advice to the customer.
* Supervise Loading and Unloading of the material.
* Provide Quotes to the customers.
* Update enquiry record.
* Execute sales in absence of Manager/Sales Executive.
* Carry out Promo Activities for all the products.
* Carryout any unplanned works as per the instructions from the immediate supervisor/HOD.
* Shall be liberated to seek clarification from Head, if any doubts arise
 |