

Terms of Reference for the Dy. Manager, TATA SPARES PARTS, STCBL

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| Designation | :Dy. Manager (TATA Spares) |
| Location | :Phuentsholing, Bhutan |
| Employment status | :Regular |
| Position Level | :M1/8 |

Background

The Dy. Manager is responsible for the normal daily business transactions of the TATA spare parts unit. Dy. Manager will assist and report to the HoD to build a collaborative and client-oriented approach among the peers and subordinate staffs. The Dy. Manager shall pursue strong relationship with business counterparts and will also uphold values and practices of STCB as a whole. The Dy. Manager is supervisor to support staff who will act as a link between head of the Division and support staff. The Dy. Manager will act as a Manager in absence of Manager who will also act as a administrator.

Duties and Responsibilities: *the following are responsibilities of the Dy. Manager.*

- Prepare spares parts order through VCM system and VOR system.
- Ensure that the Sales Loss Register is maintained by the Sales Executive and use it while planning for order.
- Prepare the monthly order after discussion with the HoD
- Plan the spare parts for stocking purpose in line with the Stocking Policy including the service center's requirements.
- Ensure that the dead stock is segregated regularly and disposed off in line with Dead Stock Policy.
- Ensure timely recovery of trade receivables from the customer.
- Maintain strong relationship with business counterparts and will also uphold values and practices of STCB as a whole.
- The Dy. Manager will work in close collaboration with the System Administrator ensuring successful implementation of any changes in the ERP.
- Ensure business target of Tata Spares is achieved.
- Liaise, Correspond and maintain strong business relationship with Principal companies, Authorities, clients and stakeholders.
- Assist the HoD to formulate policies and strategies to improve Tata spares unit business and preparation of reports as required by the Management and principal company.
- Ensure that any claims from the principal company are lodged and is received within reasonable time.
- Oversee and be accountable for day- to- day affairs of Tata spares unit.
- Propose and recommend viable proposals to increase sales.
- Ensure efficient and effective flow of goods and services that would enhance customer satisfaction.
- Report the outcomes including the shortages in supply (if any) to the Principal Company.
- Present the sales report to the respective HOD.
- Resolve audit issues if any which pertains to the unit.

Competencies

Functional Competencies:

Building Strategic Partnerships

- Displays initiative, sets challenging outputs, and willingly accepts new work assignments;
- Takes responsibility for achieving agreed outputs within set deadlines and strives until successful outputs are achieved;
- Promotes STCB's agenda in inter-agency meetings and nationwide among customers
- Make case for innovative ideas, documenting successes and building them into the design of new approaches.

Job Knowledge/Technical Expertise

- Serves as internal consultant in the area of expertise and shares knowledge among peers and support staff.
- Continue to seek new and improved methods and systems for accomplishing the work of the unit.
- Medium level of Inventory management knowledge such as, stocking, disposal and ordering process.
- Medium level of Warehouse management knowledge, such as, leveling, identification of bins, arrangements of stocks, etc.
- Keep abreast of new developments in area of professional discipline and job knowledge and seek to develop professionally;
- Demonstrate comprehensive knowledge of ERP system and applies it in work assignments.