



## Service Manager

- **Vacancy for:** 2
- **Posted on:** July 1, 2017
- **Deadline:** May 14, 2016, midnight

### Basic Job Information

Job Category : Production / Maintenance / Quality  
Job Level : senior  
Job Location : Kathmandu  
Offered Salary : None

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### Job Specification

Education Level : Under Graduate (Bachelor)  
Experience Required : Not Required

### Other Specification

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### Job Description

The Service Manager is responsible for planning, organizing, directing, coordinating and controlling the operation of Service & Maintenance Department. Directly supervise, addressing complaints and resolving problems and ensure proper spare parts, inventory, billing etc.

#### Specific Functions/ Essential Duties:

- Responsible for the research and evaluation of all current and potential products used in the maintenance and upkeep of the property
- Responsible for providing Air Conditioning Service to Source customers across the service area.
- Coordinates and plans service operations, leads team of Service Technicians in the field to ensure customer needs are being met efficiently, accurately and on-schedule.
- Monitors technician assignments to ensure customer and technician needs are being met.
- Assesses and troubleshoots technical problems and provides guidance to Technicians.
- Coordination with Installation, Customer Support Operations and Sales to ensure smooth delivery of Source services.
- Acts as key company representative with customers in service area.
- Diagnose/ troubleshoot complex calls and performs estimates of repair costs and communicates with customers.
- Resolves issues and problems that impact customer satisfaction.
- Provides explanations to billing inquiries and acts to prevent/resolve disputes.
- Provides accurate reports and updates on labor costs, work scheduling and billing.
- Ensures accurate documentation of all work performed by Technicians to support timely billing.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Performs other related duties and projects as assigned by Management.

#### Requirements:

- Bachelor's degree/Diploma in Mechanical/Electrical/Industrial Engineering (Specialized in Air Conditioning & Refrigeration) is preferable.
- Minimum 10 years of experience in Air Conditioning service or related industry.
- Knowledge of Air Conditioning industry, principles and practices related to Air Conditioning service and repair, service hours estimation and labor forecasting.
- Demonstrated strong customer service skills, ability to proactively address customer issues and concerns.
- Strong leadership skills, ability to lead diverse and multi-discipline workforce.
- Ability to read and understand blueprints.

- Ability to handle many technicians to execute relates with Service & Maintenance works
- Good communication (verbal & written) and presentation skills.

**TO APPLY:**

Interested candidates are requested to send their updated resume to [hr@airtech.com.np](mailto:hr@airtech.com.np)

**OR,**

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**Applying Procedure**

Apply Link : <https://merojob.com/service-manager-2/>

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