

**A REPUTED  
COMPANY**

## Service Manager

- **Vacancy for:** 1
- **Posted on:** Aug. 8, 2018
- **Deadline:** Aug. 22, 2018, noon

### Basic Job Information

Job Category : Marketing / Advertising / Customer Service  
Job Level : Senior Level  
Employment Type : Full Time  
Job Location : Kathmandu, Central Development Region, Nepal  
Offered Salary : Negotiable

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### Job Specification

Education Level : Under Graduate (Bachelor)  
Experience Required : More than or equal to 5 years

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### Job Description

- Achievement of given service target
  - Implement KTM Standards
  - Maintain Customer Satisfaction standard
  - House Rules and Personal Grooming
  - Guide and train subordinates for effective performance
  - Reporting and Providing regular feedback to dealer for continuous improvement
  - Conduct Performance appraisal of subordinates on time
  - Action Implementation on feedback received through CSI, PSFU, Repeat Visit Analysis, Customer Complaints analysis
  - Random Audit of working cell – Shop Floor / Front Office / Warranty
  - Stoppage of loss / leakage / mishandling of equipment's / customers' bikes
  - Coordinate and maintain good relations with the staff union members
  - Manage Customer Complaint
  - Technical Failure Report (TFR)/ Vehicle Off-Road Report (VOR) / Transit Damage Report/ New failure
  - Set up standard procedure to receive and attend the customer so as to increase the Customer satisfaction
  - Remain updated on technical updates
  - Develop Annual Service plan in conjunction with marketing department
  - Assisting dealers regarding service related activities and providing required support to dealer staff
  - Providing training to dealer staff
  - Organizing and participating in the campaign/activities of department related with sales, service and spares
  - Handling dealer warranty and free service related issue on time with required diagnosis and troubleshooting
  - Processing warranty, free service claim, consumable coupon claim effectively and efficiently to ensure the settlement of dealer's claim on time
  - Processing Spares related activities of dealer to ensure the sufficient stock and healthy transaction
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### Applying Procedure

Apply Link : <https://merojob.com/service-manager-20/>

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