

**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

Job Specification

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

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

Applying Procedure

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

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