

Assistant Manager - Service

About the Company:

Research has proved that providing employees with fresh coffee and tea increases productivity in any office. A vending machine, which dispenses fresh coffee at the touch of a button, thus becomes an absolute necessity.

Recognizing the huge potential, Coffee Day Beverages embarked on a dynamic journey to become the largest 'fresh milk - roasted coffee beans' vending chain with a distinct brand identity of its own. Today, we have become the largest player in the segment with over 55,000+ installations across the country. And, we continue to grow! We have made freshness an integral part of the vending machine proposition. The best ingredients are used and strict quality checks are performed to ensure consistent quality of the coffee beans. This enables us to deliver the satisfaction of a freshly brewed cup of beverage. Our reach extends across the length and breadth of the country.

Locations including airport lounges, railway stations, road transport hubs, petrol stations, malls, corporate, offices, schools, colleges, hospitals, restaurants and hotels.

Reports to: Sr. General Manager

Knowledge, Skills & Abilities:	Knowledge: <ul style="list-style-type: none"> ▪ Lead team towards achieving customer satisfaction ▪ To maintain adherence to SOP ▪ Handling all technical issues within the said TAT ▪ Help resolve problems through technical & non technical insights Skills: <ul style="list-style-type: none"> ▪ Good Leadership and Team management skills ▪ Good analytical & problem solving skills ▪ Effective Verbal & written communication skill ▪ Good computer knowledge to understand and run service software
Qualifications: Experience:	<ul style="list-style-type: none"> ▪ B.E/B.Tech (Mechanical, Electronics, Electrical, EEE, Instrumentation or relevant fields) - Minimum ▪ 2+ years of experience
Duties & Responsibilities through the team assigned:	Operation: <ul style="list-style-type: none"> ➤ Appointment of new Technicians ➤ Taking care of breakdown and maintenance of machines ➤ Data collection of machine nos. ➤ Controlling cost, allocating resources as per priorities and company requirements. ➤ Handling service data to report to the higher authorities. ➤ Machines and Spares planning ➤ Refurbishment Planning ➤ Monitoring all Service Activities ➤ Interacting with R&D on machine development

	<p>Financial:</p> <ul style="list-style-type: none"> • Provide excellent customer service • Manages the Client Service Coordinators (creates staff schedules, manage workflow, handles staffing and employee issues, enforces departmental policy and procedures) • Accurately performs registration process for new and existing clients • Schedules appointments according to established procedures • Make reminder calls to clients • Meets agency participatory expectation • Assure that staff is provided with proper training, instruction, tools, and methods to perform their jobs • . Lead and motivate staff in handling change, building trust, and partnership. Encourage and build a team environment • Perform timely performance evaluations, as well as appropriate disciplinary actions. Evaluate all Customer Service Staff on communication skills and technical knowledge • Ensure that all Customer Service Representatives have up-to-date benefit information • Ensure Customer Service follow-up methods and procedures are complete and meet time standards • Develop and train senior staff to provide a high level of support • Create method to provide feedback and Quality Assurance on identified errors • Assist with Client Services as needed • Capture and report on all Customer Service measurements, production, and turnaround time metrics
<p>Lead Team Competencies</p>	<ul style="list-style-type: none"> • Excellent Customer Centricity • Should lead through example • Should have Growth oriented mindset • Should contribute to Process excellence • Should be Commercially savvy
<p>Contact</p>	<p>Interested candidates can share the resumes to Mr. John Shyam JM @ john.jm@coffeeday.com</p>