



# Bigfix Gadgetcare LLP

Job Description form

***Note:** This JD does not form part of the employment contract but is rather provided for guidance. The precise duties and responsibilities of any job may be expected to change over time. Job holders will be consulted over any proposed changes to this JD before implementation.*

<b><u>Name of the Candidate:</u></b> -	<b><u>Job Type:</u></b> Full time employment
<b><u>Job Title:</u></b> Service Manager (SM)	<b><u>Division/Department:</u></b> Channel Partner Management
<b><u>Reporting To:</u></b> Operations Incharge/ COO	<b><u>Age Criteria:</u></b> -
<b><u>Gender Preference:</u></b> -	<b><u>Location:</u></b> Arumbakkam, Chennai.
<b><u>Date of writing/updating JD:</u></b> 28/06/2021	

## Purpose:

We are looking for a detail-oriented service manager to manage our service department and handle customer service interactions, reports, and repairs. The service manager's responsibilities include providing the highest level of customer service, developing lasting customer relationships, and managing the service team members. The service manager maintains a strong working knowledge of all industry standards and practices as well as the company's products and services.

To be successful as a service manager, you should display a strong sales-minded attitude as well as excellent leadership skills. You should also have the ability to develop and maintain strong, positive relationships with customers and third-party vendors.



## Main Responsibilities:

- Coordinate between store, HO and service dept to ensure proper execution of the orders and highest level of customer satisfaction. Working together with the IT department to develop a fitting solution to the challenge.
- Responsible for Response time (RT) and turnaround time (TAT) targets achievement for all customer installation and complaint calls. Handling escalations. Field failure analysis & coordination with HO.
- Appointing Service Partners and Franchises. Creating awareness with the prospective buyers of your technology and what it could mean to them.
- Responsible for revenue generation through Service Partners (GSPs & ASPs)
- Lead generation & opportunity funnel creation through established contact sources, cold mailing and social media promotions. Approaching the market with an exploring and learning mindset in order to capture and uncover challenges that could be tackled with the company's technological capabilities. .
- Guiding and training signed up partners on how to use our app for streamlined lead allocations. Generate and achieve conversion targets for the territory.
- Partner Relationship building and establishing contact networks. Direct Selling of our range of services to our partners using our ecommerce portal - [www.bigbuy.in](http://www.bigbuy.in)
- Ensure brand hygiene through service partners/ technicians.
- Collaborate with Skill Sector Council for certification of service partners and technicians

## Qualifications:

<b><u>Educational Qualification:</u></b> Min requirement of an Undergrad degree
<b><u>Relevant Experience:</u></b> 4+ years, Additional perk if any previous experience in a startup or electronics company.
<b><u>Personal Traits:</u></b> Excellent personality. The candidate should be a go-getter. Should be confident in brainstorming ideas and strategizing business plans. Excellent Communication & presentation skills. Diplomatic in nature. Mobility & self drive. Negotiation skills.
<b><u>Languages:</u></b> English (Read, Write, Speak), Hindi (Read, Speak)
<b><u>Skills:</u></b> Technical IT tools - Excel, ppt, mis reports, Gmail and associated google office tools, etc to analyse, plan and forecast business. Should be tech savvy.



## What does the candidate gain?:

- The candidate will get to work in a start-up environment.
- As any startup, we are fluid with our responsibilities and he/she will be handed multiple opportunities in different domains to enhance their knowledge database in various areas and assist them in finding a strong ground.
- A close knit employee community, ensuring personal attention towards your career development.
- 6 Work days a week.

## Our Websites:

- [www.bigfix.in](http://www.bigfix.in) - Aftersales support for electronic devices.
- [4biz.bigfix.in](http://4biz.bigfix.in) - Managed service support for Insure-tech companies and OEMs.
- [partner.bigfix.in](http://partner.bigfix.in) - Lead management and execution portal for repair centers/technicians.
- [goto.bigfix.in](http://goto.bigfix.in) - D2C hyperlocal market for repair and maintenance of electronic devices.
- [sell.bigfix.in](http://sell.bigfix.in) - Sell your gadgets for the best price.
- [www.bigapps.in](http://www.bigapps.in) - Software and web development division of Bigfix Gadget care LLP.

For further information, You can contact the HR department through email ( [hr@bignetwork.in](mailto:hr@bignetwork.in) ).

Regards,

HR Department

Bigfix Gadgetcare LLP