

Position	Manager/Sr. Manager Complaint management
Department	Operation
Location	HO

Key Accountability/Role and Responsibilities	
<ul style="list-style-type: none"> • Implementation of Complaint Management System • Complaint Management 	

Job Description	
<ul style="list-style-type: none"> • Implementation of the Complaint Management system in HO • Implementation of Complaint Management System in the network / at the hubs • Monitoring of the Complaints at the unit level • Coordination with the Technical Department for Faster Resolution of the complaints • Giving Feedback to various departments based of the nature of complaints received from the field • Developing the case studies based on complaints from field and maintaining it for use in futures / other units • Assist in identifying the training requirements of the field staff based on their capabilities of resolving complaints of technical nature 	

Education Qualification	
BE / Diploma Holder (Mechanical / Automobile)	

Experience	
<p>Minimum yrs of experience: 7 Years</p> <p>Maximum yrs of experience: 12 Years</p> <p>Preferable industry background: Automotive</p> <p>Nature of Experience: Filed support / complaint Handling / Technical knowledge on automobiles</p>	

Required Skill Sets and Behavioral Traits	
Good technical & interpersonal skills, ability to handle customers, process oriented, good computer knowledge, team ability, analytical skills, familiarity with automotive industry trends	

Functional Reporting	:	GM Operation
Administrative Reporting	:	GM Operation
Who will report	:	UNIT CRM (Functionally)
Key peer functions to co-ordinate with	:	Technical deptt. / IT / Planning