

Position	Unit Head
Department	Service Operations
Location	Bangalore, Mumbai, Chennai & Cochin

Key Accountability/Role and Responsibilities
<p>The candidate will be accountable for unit's performance as per carnation's guidelines.</p>

Job Description
<ul style="list-style-type: none"> ➤ The candidate will have complete P&L accountability and play a key role in revenue generation via excellent selling and marketing skills coupled with a great sense of customer orientation skills. ➤ He will need to demonstrate a high degree of financial management and operational leadership supported by tangible evidence of success in assignments. ➤ The candidate will be responsible for ensuring complete man management, customer satisfaction, new business generation ➤ He will maintain strict adherence of regulations/targets/policies with the Head Office. ➤ He will need to manage and develop appropriate resources (facilities, equipment, and technical information) and implement changes to meet evolving market and customer needs.

Education Qualification
<ul style="list-style-type: none"> ➤ Engineers / diploma holders in automobile engineering. (MBA's would be an added advantage)

Experience

Minimum yrs of experience: 8

Maximum yrs of experience: 12

Preferable industry background: Automobiles

Nature of Experience: Dealerships background experience in similar capacity is preferred.

Required Skill Sets and Behavioral Traits

- High levels of customer orientation and marketing skills are essential
- Good interpersonal and communication and interpersonal skills.
- Problem solving and analytical skills are mandatory.
- Good planning skills for a cost efficient, effective operation.
- Self starter being able to work with targets and roles and responsibilities.
- Must have leadership qualities. Should be able to work as a team member in a matrix organization.
- Impeccable professional and moral ethics.

Functional Reporting	:	Regional Manager
Administrative Reporting:	:	Dealer Head/ AVP – Service Operations
Who will report to you	:	Managers- Service, Customer relation & Parts
Key peer functions to co-ordinate with	:	CEO, General Manager Sales, HR Manager