

## Tecknotrove Systems India Private Limited

<b>Job Title:</b>	Service Manager	<b>Department:</b>	Service
<b>Location:</b>	Mumbai	<b>Position Type:</b>	Full Time
<b>Experience:</b>	5-8 years of relevant experience		

### About Tecknotrove Systems

Tecknotrove Systems is a young and dynamic technology company headquartered in Mumbai. Tecknotrove is Asia's leading training and simulation company focused on developing simulation and virtual reality solutions for critical applications. We develop immersive training solutions for critical applications for industries like Automotive, Aviation, Mining, Defense, Nuclear, and Industrial safety.

With a team of over 150 talented employees, we have successfully delivered projects in over 26 countries around the world. Our expertise lies in creating virtual worlds for critical applications using simulation and AR/VR technologies. We are headquartered in Andheri, Mumbai, with offices in Delhi and the Middle East and a manufacturing facility in Gujarat.

**About Tecknotrove:** <https://tecknotrove.com>

### Position Summary

The Service Manager bridges the gap between clients and internal service engineers, ensuring swift resolution of technical issues and maintaining client satisfaction. Strong communication and coordination skills are essential for success in this role.

### Roles and Responsibilities

- **Client Communication:** Serve as the main point of contact for client inquiries, ensuring timely and professional responses to their concerns. Maintain strong client relationships through effective communication.
- **Service Engineer Coordination:** Collaborate with internal technical, operations, sales teams, and service engineers, to efficiently assign personnel based on client needs, location, and expertise. Ensure timely resolution of service requests within agreed-upon SLAs by coordinating effectively with all stakeholders.
- **Communication Facilitation:** Act as a liaison between clients and service engineers, conveying information accurately. Provide ongoing support to both parties throughout the service process.
- **Timely Service Delivery:** Monitor service progress to ensure tasks are completed on time and SLAs are met. Proactively address any issues or delays.
- **International Client Management:** Handle international client calls with professionalism and cultural sensitivity. Adapt communication to meet diverse client needs.
- **Problem Resolution:** Address client issues promptly and effectively, maintaining service quality standards.
- **Documentation and Reporting:** Maintain accurate records of service requests and outcomes. Generate reports to track performance and identify areas for improvement.
- **Team Management and Development:** Responsible for managing the service team, including grooming and training them to ensure continuous growth and development. Implement strategies to foster a culture of excellence and accountability within the department.

Tecknotrove Systems India Private Limited

Job Requirements and Qualifications	
Education	Bachelor's degree in business administration, engineering, or electronics
Experience	5-8 years of relevant work experience
Skills & Competencies	<p><b>Must-Have:</b></p> <ul style="list-style-type: none"><li>• Excellent verbal and written communication skills, adept at explaining technical concepts clearly.</li><li>• Strong interpersonal skills, able to connect with diverse clients and team members.</li><li>• Previous customer service experience, ideally in a technical or engineering field.</li><li>• Ability to multitask and prioritize in a fast-paced environment.</li><li>• Familiarity with international business practices and cultural differences.</li><li>• Proficiency in communication, task management, and reporting process.</li></ul>