

Position title:

Service Manager

Location:

**India Head Office, Mumbai or
Home Office Based with Travel up
to 70% of time**

Department:

Service

Reports to:

Rajeev Kumria

Direct reports

Alan Lockley

H.E.L Contact:

Rajeev Kumria

About H.E.L and this role

Our mission at H.E.L Group is to make a healthier, sustainable, safer world for everyone. We equip scientists with the right tools and knowledge to develop safe, efficient new processes and molecules that benefit the world and its population.

Our core values are

- Being **insightful** through experience,
- Being **collaborative** by design,
- Being **tenacious** in spirit,
- Being **proud** of progress.

We operate globally with offices in London, UK (HQ), Princeton, USA, Beijing, China, India (Mumbai) and Singapore, as well as field-based staff across our direct regions and trusted partners in distribution territories.

This role is necessary for ensuring sales development, managing the customer life cycle of existing customers/users, and ensuring new customer acquisition. The role will also ensure that all our products get a deserving market share and assist our customers in mission-critical projects and impact outcomes positively.

The ideal candidate will have a strong, demonstratable track record in selling capital scientific instruments with a proven ability to be self-motivated and deliver results.

Responsibilities of the role

Key Responsibilities

- Perform troubleshooting and repairs for all HEL instruments and custom solutions sold by HEL to customers.
- Maintain customer database and user database.
- Develop, coordinate and implement targeted AMC sales to the existing installation base.
- Forecast of AMC sales and Service part sales.
- Assist the sales team in configuration and lead generation.
- Assistance in conferences, workshops etc, for installation and packing of the instrument.

- Update information and use internal resources like SAP and HubSpot as per need and process.
 - Actively follow up inquiries from customers for further information on how H.E.L's products can help them in their research.
 - Follow-up installations of the company's products at customers' labs to ensure a high level of satisfaction.
 - Monitor the competition and report important activities (products & technical developments, trends in the market, seminars, training sessions etc.)
 - Efficiently plan and manage an expense cost budget.
 - Receive relevant technical training and provide technical and commercial information on new products and related applications to clients.
 - Work together with other H.E.L personnel to ensure high quality effective technical support to customers and prospective customers in the territory through thorough knowledge of H.E.L's products and effective communications of applications related to these products.
- Travel in India and South Asia up to 70% of the time. Depending on business requirements, travel to other destinations might be required.

Additional Responsibilities

- Participate in relevant training courses.
- Positively contribute to the successful development of the self and team.
- Provide regular activity plans.
- Providing regular reports on customer calls and service activities.
- Contribute to the effectiveness and positive team spirit of the sales and marketing team and the company.
- Cooperate and effectively work with other staff to achieve sales and high levels of customer satisfaction.

Candidate requirements

Minimum Education and Experience

- College Degree in Chemical Engineering or related discipline and 5+ years of experience within sales of capital life sciences equipment, Process Safety, Chemical Sciences, Biotechnology
- Demonstrated knowledge of servicing industrial, R&D chemical sector is desirable. Exceptional candidates with lower experience can be considered.

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- Minimum 5 years of servicing experience.
- Proven ability of effective written and verbal communication and listening skills.
- Strong interpersonal skills with an ability to effectively communicate and project themselves.
- Strong commitment to customer service and satisfaction.
- Ability to effectively work on and manage many priorities at one time.
- Competent in the use of Microsoft Office (Word, PowerPoint, Excel and Outlook) and use of the internet.
- Has an approachable manner that encourages interaction with others.
- Highly driven with a strong motivation to succeed.
- Fluency in written & Spoken English, Mother tongue and additional Indian languages.

Preferable Skills and Attributes

- A self-starter who is focused, reliable, flexible, and well-organized.
- Experience in transnational companies and knowledge about various guiding principles.
- Computer proficiency with Microsoft products (Outlook, Word, Excel, PowerPoint) and ERP like SAP. Experience in working with a CRM like Salesforce, HubSpot etc.
- Ability to meet deadlines.
- Well organized, able to devise and manage systems for handling customers/accounts at all levels, including senior-level management.
- Ability to be flexible in work schedule and accommodate unexpected work changes.
- Ability to work effectively in a matrix in a global organization.
- Sensitivity towards diversity and culture.

Training provided

- Up to one-month initial training on the H.E.L products, which includes product introduction and training, servicing and troubleshooting, applications
- CRM and ERP as per need.
- Health and Safety Training as required.
- On-the-job training,

Physical demands of the role

General

Criteria	Amount of Time			
	None	Under 1/3	1/3 - 2/3	Over 2/3
Stand			x	
Walk			x	
Sit			x	
Use hands to finger, handle or feel				x
Reach with hands and arms				
Climb or balance	X			
Stoop, kneel, crouch or crawl	x			
Talk or hear			X	
Taste or smell			X	

Weight lifting or force exertion

Weight	Amount of Time			
	None	Under 1/3	1/3 - 2/3	Over 2/3
Up to 10 pounds (4.5 kg)				x
Up to 25 pounds (11.5 kg)				X
Up to 50 pounds (23 kg)			X	
Up to 100 pounds (45 kg)		X		
Over 100 pounds (45 kg)		X		

Specific Vision Requirements

Ability	Required?
Close vision (Clear vision at 20 inches/ 50 centimetres)	X
Distance vision (Clear vision at 20 feet/ 6 metres or more)	
Colour vision (ability to identify and distinguish colours)	X
Peripheral vision (observing an area above, below, left or right while eyes are fixed on a given point)	
Depth perception (three-dimensional vision, ability to judge distances and spatial relationships)	
Ability to focus (ability to adjust eyes to bring an object into sharp focus)	X