

Job Description- Roles and Responsibilities

Position Name	Assistant Technical Sales and Support Manager
Reporting to	Technical Manager/Technical Director
Location	Bhare, Pirangut& (Travel as required PAN India)

Position Description

The candidate is required to set and achieve sales targets using technical knowhow in OEMs and also play a pivotal role in converting trials into successful POs and be a important after sale point of contact for resolving technical customer issues.

Sr. No.	Work	Description
01	Customer Support-Technical Issue Resolution for existing product	<ol style="list-style-type: none"> 1. Technical support to the customer in case of issues for existing products 2. Understand the issue from the SR and if needed also talk/visit to the customer to understand the issue 3. Provide the technical input to the R&D team based on which a solution can be prepared 4. Get the testing of the sample solution done for desired results in the lab and if found OK implement the same at the customer site 5. Ensure that the problem at the customer end is completely solved and submit a Issue resolution report to the customer as well as Polychem
02	Customer Support - Technical Issue Resolution for newly proposed product	<ol style="list-style-type: none"> 1. Technical support to the customer in case of new products trial 2. Understand the issue from the SR and if needed also talk/ visit to the customer to understand the issue 3. Provide the technical input to the R&D team based on which a solution can be prepared 4. Test the sample solution for desired results in the lab and if found OK implement the same at the customer site 5. Ensure that the problem at the customer end is completely solved and submit a Issue resolution report to the customer as well as Polychem
03	Training and documentation	<ol style="list-style-type: none"> 1. Creating a Business Case Study out of the problem resolution and showing direct and indirect benefits whenever appropriate. 2. Create product training PPTs, videos, demos for Sales Representatives as well as for distributors and deliver based on training plan every quarter. Help the senior training manager in managing the training calendar and delivering results.
04	Coolant Management System Technical Liaison (where applicable*)	<ol style="list-style-type: none"> 1. Create a business case study for a CMS plan and total cost of ownership 2. take review of the existing machines, their loading capacity, and type of product that will be loaded in them 3. Prepare consumption charts and also overall needs analysis 4. Train the site engineers as well as team leaders along with skilled onsite workers on safety procedures and the machine maintenance tasks such as chart updating after top ups, cleaning schedules etc 5. suggest ideas and implement them for cost saving as well as better and

		<p>safer work practices</p> <ol style="list-style-type: none"> 6. Prepare a monthly dashboard for review for the customer as well as Polychem management and also present the same on a monthly basis 7. Ensure that the team leads are following the required top up as well as cleaning schedules, audit the processes monthly for completion. 8. Coordinate with HR for new recruitment based on the work pass periods. 9. Ensure that the new joiners are trained in the SOPs 10. Smooth Functioning of CMS ensuring contribution towards horizontal growth
05	Continuous Process Improvement	<p>10 DSIs per month 2 RCAs per month 3 Business success case studies per quarter</p>

Over all Responsibilities –

- Achieving Process excellence to ensure the self sales targets are met or exceeded.
- Responsible for Customer Satisfaction through Service Excellence
- 100% accuracy

Preferred

Education – BE or diploma chemical or MSc Chemistry with 3 to 5 years of industrial experience, MBA preferred.

Relevant Experience:

Required Skills & Behavior:

1. Business Development and Strategic Planning
2. Planning & Implementation
3. Customer Enrichment and Client Servicing
4. Client Relationship Management
5. Good in written and verbal skills
6. Good in problem solving, team coordination, planning and decision making
7. Ability to manage a variety of cross-functional team members
8. Good in organizational and follow-up skills

Other requirements –

- Should have his own two wheeler.

Email your application to - careers@polychem.co.in