

	<b>FALKEN TYRE INDIA PVT. LTD.</b>
<b>GURGAON</b>	<b>Role Profile</b>

<b>Job Description</b>	
<b>Level/ Designation and Department</b>	Deputy Manager- Technical Service
<b>Reports to</b>	General Manager (Technical Service)
<b>Principal Accountabilities</b>	<ul style="list-style-type: none"> <li>• Determining the customer's needs, addressing problems, complaints, requests, questions, and communicating the customer's needs to the service group and verifying the appropriate services have been completed.</li> <li>• Setting and effectively implementing trade policies.</li> <li>• Implement end user contact programs and promotions for effective bonding.</li> <li>• Preparing accurate estimates and billings for customers.</li> <li>• Directing and controlling the workflow in the service department.</li> </ul>
<b>Qualification</b>	<ul style="list-style-type: none"> <li>• B tech/ Graduation degree</li> <li>• Master's degree may be preferable.</li> </ul>
<b>Age and Experience</b>	<ul style="list-style-type: none"> <li>• Approx. 30-40 years</li> <li>• Approx. 15-20 years across PAN India.</li> </ul>

If you are interested in the opportunity, send your Cover Letter and Curriculum Vitae to [careers@falkentyres.in](mailto:careers@falkentyres.in)