

## Service Engineer – Mechanical

Location : Pune

Qualification :- Diploma in Mechanical / Electrical Engineering

Experience :- 3- 5 Years experience in the similar field in any engineering industry

### RESPONSIBILITY:

1. Providing service support to customers based on SRF from sales
2. Providing technical support to sales engineers/customer
3. Planning and attending pending service jobs
4. Attending emergency service jobs within the target time frame
5. Inspecting customer units, making a failure analysis if possible at site and sending the service estimate as per the service guidelines to concerned sales engineer
6. Servicing geared-motors at customer's place to the extent possible based on written confirmation from sales
7. Servicing geared-motors at Service-Center to the extent possible based on written confirmation ahead from sales
8. Arranging for sending geared-motors which are not possible to be serviced locally to the assembly plant for service estimate and co-ordination with Tech dept for completion of the job based on written confirmation from sales
9. Service training of customer's engineers as per the request from sales
10. Maintaining the complete documentation of service orders and files.
11. Updation of the records in the system for the branch and for the Head Office.
12. Maintain necessary spares inventory at branch to ensure quick service response in coordination with Regional Manager
13. Maintain the Service center and all the required tools, tackles, equipment in good working condition and timely maintenance of the same
14. Doing other jobs as instructed by the Regional Manager in the absence of service jobs

### AUTHORITY:

1. Making the Service Estimate
2. Making and signing the Service Report and sending to customer
3. Decision on replacement of the components at the time of attending the job up to Rs.10,000/-
4. Decision on the further course of actions in service.

If you are interested in the profile mentioned above, then revert back to us with your updated resume and current ctc.

Forward your cv to : [harshan.pallath@seweurodriveindia.com](mailto:harshan.pallath@seweurodriveindia.com)