

Novengi is recruiting a **Service Manager**.

### Main purpose of the job

The job incumbent shall be responsible for managing the aftersales department, customer satisfaction follow-up, financial results, post-marketing, spare parts, and the overall operations (Smart Building Solutions, Industry 4.0 and Command Center)

### Job Description

- Lead and mentor the team.
- Raise the customer satisfaction and the Net Promoter Score.
- Improve the financial results and ensure sales growth in sales of maintenance contract.
- Ensure the budgeting process for aftersales.
- Ensure all team members are empowered and have clear objectives.
- Ensure service advisors team are mentored and reaching the service level expected.
- Ensure training and team development.
- Ensure dashboards are in line with the commercial plan objectives.

### Profile of Ideal Candidate

- BSc in Engineering or equivalent.
- At least 4 years' experience as Service Manager.
- Excellent exposure to maintenance operations in the field of air conditioning, refrigeration, ventilation system, fire protection, material handling, air compressor, maintenance, and landscaping equipment.
- Excellent interpersonal, communication and negotiation skills.
- Excellent leadership and team development skills.
- Effective project management.
- Proficiency in using Microsoft Office Suite applications (Word, Excel, Power point, Outlook).
- Complex problem solving; ability to determine solutions for customers in a timely manner.
- Holder of a valid driving license.

**Employment Type:** Full-Time

**Contact:** Interested candidates should send their application on [hr@novengi.mu](mailto:hr@novengi.mu)

**Deadline:** 26<sup>th</sup> June 2022

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