

## Job Description\_ Customer Manager

<b>Job Title(position)</b>	Customer Manager / Sales Manager
<b>Job Location</b>	Surat, Delhi, Mumbai, Raipur(Chhattisgarh)
<b>Company Profile</b>	<p>BROAD Air Conditioning India Pvt. Ltd. is one of the BROAD group companies amongst BROAD USA, BROAD Europe etc. BROAD India established in year 2016 while we are serving Indian customers since year 2001</p> <p>BROAD Air Conditioning Co. Ltd. established in 1988 and its headquarters is in Changsha, China. BROAD supplies non-electric central air conditioning (Absorption Chillers) powered by natural gas, fuel or waste heat, Power efficient oil free chiller (Magnetic bearing compressor), with packaged water distribution system</p>
<b>Company website</b>	<a href="https://broadindia.com">https://broadindia.com</a> , <a href="http://en.broad.com">http://en.broad.com</a>
<b>Number of vacancies</b>	4
<b>Selection Details: Interview date, Time and Venue</b>	1.CV Shortlisting; 2. First interview with Mr. Akshay (online/offline, depending upon Situation and condition, 3 days after CV Shortlisted); 3. Second interview with HQ team (Mr. Robinson, Mr. Johnson, Mr. Akshay) (4 Days after first interview)
<b>Place Of joining</b>	Job location and joining will be Surat, Delhi, Mumbai, Raipur(Chhattisgarh) according to work demand
<b>Qualification</b>	<b>Bachelor's Degree</b> in Mechanical and Electrical ( <b>Electrical/automation major with priority</b> ) or equivalent
<b>Shift (Job timing)</b>	9:00 AM to 5:30PM ( Candidate need to travel for generating leads , meet with Customers as demand in the responsible region even PAN India as per requirement)
<b>Experience</b>	2~3 years <b>Sales engineer</b> work experience
<b>Per Month Salary (Breakup)</b>	<ul style="list-style-type: none"> <li>• Fixed (based on interview negotiation)</li> <li>• Variable (based on service activity)</li> <li>• Others/ Perks/Etc.</li> </ul> <p>Min. 3.5 LPA to Max. 7.5 LPA            Negotiate during interview (Depending upon candidate's skills and qualification)            Variable – Contract bonus &amp; allowance based on achieved service performance &amp; activity            Other Perks –PF, Health Insurance, Travel DA, Mobile expense etc.</p>
<b>Skills required</b>	<ol style="list-style-type: none"> <li>1) Good soft skills (<b>English language</b>, communication, mail writing &amp; proposal edition)</li> <li>2) Leadership Skills</li> <li>3) Conveniencing Power</li> </ol>
<b>Selection Procedure</b>	Based upon Interview and experience
<b>Gender (Male/Female)</b>	Male
<b>Remark</b>	<b>6</b> months' probation period

### Job Duties & Responsibilities:

<b>Accountability Cluster</b>	<b>Major Activities / Tasks</b>
<p>1. Market mapping to understand the market landscape, upcoming opportunities both passive and active. Keeping an eye on competition and having market intelligence</p>	<ul style="list-style-type: none"> <li>▪ To do market trend analysis by doing market mapping, industry scanning, competitor profiling etc. &amp; it's documentation</li> <li>▪ To do structured analysis of target market &amp; client research</li> <li>▪ Proactively create a pool of potential clients &amp; managing conversations to convert them for maintaining a strong pipeline and win rate</li> <li>▪ Represent the organization at various industry events &amp; other forums, and thereby creating awareness about the concept, brand &amp; solutions</li> <li>▪ Partnering with external industry experts to know the best practices and share the same with the respective stakeholders</li> <li>▪ Having hawk eye on competition and actionable market intelligence insights.</li> </ul>
<p>2. Responsible for generating Sales Leads and managing the pipeline</p>	<ul style="list-style-type: none"> <li>▪ Doing cold calls, physical site visits, networking in relevant partnership groups to generate leads and create awareness of our business offerings and solutions</li> <li>▪ Responsible for generating and qualifying leads across various industry verticals</li> <li>▪ Having robust documentation for the leads generated and prioritizing them for targeted discussions</li> <li>▪ Being in regular touch with all the key stakeholders &amp; decision makers at client site and creating the rapport with them</li> <li>▪ Having an annual plan for growing business with multiple clients across industries</li> </ul>
<p>3. Provide customized solutions to the clients and being voice of customer to internal teams for improvement of the business solutions</p>	<ul style="list-style-type: none"> <li>▪ Understand BROAD products like Vapor Absorption Machines, Power Efficient Chillers, BROAD Pump sets and advising the client with suitable product or a mix of the products</li> <li>▪ Understand the client's existing &amp; upcoming utilities infrastructure basis which provide solutions</li> <li>▪ Collect field data related to energy usage &amp; do clients' energy audits (via analysis of data or physical visits, as required)</li> <li>▪ Analyze their data for understanding their need in terms of energy saving measures required</li> <li>▪ Create energy audit report (in collaboration with the Energy Audit team) and share recommendations to create a comprehensive project proposal to get new customers</li> <li>▪ Setting realistic expectations with the client and create solutions which we can deliver basis what we are committing to them</li> </ul>
<p>4. Creating financial modelling and responsible for the Project Management till signing up of the client and onboarding them</p>	<ul style="list-style-type: none"> <li>▪ Creating the simulations and financial models to create the most value add solution</li> <li>▪ Doing cost &amp; benefit analysis to check feasibility to run a project with each client</li> <li>▪ Track costs &amp; savings throughout each project. Take corrective actions in case of things getting off-track</li> <li>▪ Ensuring completion of all the paperwork, documentation and signing of the contract with the clients</li> </ul>