

Head of Automation After-Sales

Delhi, Bangalore, Hyderabad, Chennai, Mumbai

About Smart Joules

Smart Joules is a pioneering energy efficiency company committed to transforming how businesses manage and optimize their energy consumption. Through innovative technologies and data-driven solutions, Smart Joules empowers organizations to achieve sustainability goals while significantly reducing energy costs.

Role Overview

We are seeking a dedicated and customer-focused professional to join our team as the Head of Automation After-Sales. This role will be responsible for managing the after-sales service and support for our automation solutions, ensuring ongoing customer satisfaction and maximizing the value delivered to our clients.

Key Responsibilities:

1) Customer Relationship Management:

Build and maintain strong relationships with customers post-sale, serving as their primary point of contact for service inquiries, support requests, and escalations.

2) Planning, Data collection and Site survey:

Oversee the resolution of technical issues and customer concerns related to automation solutions, coordinating with internal teams and external partners to ensure timely and effective resolution.

3) Service Enhancement:

Identify opportunities to enhance the after-sales service experience, such as implementing proactive maintenance programs, developing self-service resources, and providing training to customers.

4) Customer Feedback:

Gather feedback from customers regarding their experience with automation solutions and after-sales support, leveraging insights to drive continuous improvement initiatives.

5) Cross-Functional Collaboration:

Collaborate closely with sales, product development, and operations teams to ensure alignment on customer needs and expectations and facilitate seamless transitions from sales to after-sales support.

6) Performance Tracking:

Monitor and analyse key performance metrics related to after-sales service, such as response times, resolution rates, and customer satisfaction scores, and implement strategies to drive improvement.

Requirements

1. Bachelor's degree in Business Administration, Engineering, or related field; advanced degree or equivalent experience preferred.
2. Proven experience in a customer-facing role, with a focus on after-sales service and support, preferably in the automation or technology industry.
3. Strong technical aptitude and understanding of automation technologies, including IoT, sensors, and control systems.
4. Excellent communication and interpersonal skills, with the ability to effectively communicate technical concepts to non-technical audiences and build rapport with customers.
5. Strong problem-solving and decision-making abilities, with a customer-centric approach to issue resolution and service delivery.
6. Ability to thrive in a fast-paced, dynamic environment and manage multiple priorities simultaneously.

Why Join Us?

1. Opportunity to play a key role in ensuring ongoing customer satisfaction and maximizing the value delivered by our automation solutions.
2. Collaborative and supportive work environment that values innovation, teamwork, and continuous improvement.
3. Competitive salary and benefits package, including opportunities for professional development and career advancement.
4. Chance to make a meaningful impact by helping businesses optimize energy consumption, reduce costs, and achieve sustainability goals.

"If you are a customer-focused professional with a passion for delivering exceptional after-sales service and support, we want to hear from you! Please submit your resume and cover letter outlining your relevant experience and why you are the ideal candidate for the role of Head of Automation After-Sales at Smart Joules."