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.....Public Document.....

## Job Description

Format No: CHK/HR/REC/002

### Company Introduction:

Chakr Innovation is a Series-B funded cleantech start-up founded by graduates from IIT Delhi. We aspire to be the most innovative and successful clean-tech company in the world and are working on multiple technologies to improve air quality and reduce carbon emissions from various sources. One patented technology, which we have already commercialized, reduces particulate matter emissions from diesel engines. The technology is being used by 70 corporations across India including Coca-Cola, Toshiba, Kellogg's, Reliance Industries, Reckitt Benckiser, Asian Paints, Tata Group, Mahindra Group, Indian Army, and many more.

We are in the process of developing multiple other technologies in the cleantech sector and want to accelerate the world's transition to clean and carbon-neutral technologies. We have grown to a team of 115 full-time employees and have set up our manufacturing and R&D unit in Pune. We currently have offices in Gurgaon and Chennai and are aggressively expanding to other geographies. We have also been recognized and awarded by multiple national and international institutions including Forbes 30 Under 30, United Nations, the University of Chicago, the American Society of Mechanical Engineers, General Atlantic, Niti Aayog and many more.

You can learn more about our work here: <https://www.youtube.com/watch?v=5-Xyc3kQa14>

Designation: Manager – Service

Department: Operation

No of positions:

1

Location:

Pune/ Gurgaon

Roles & responsibilities:

- 1. Troubleshooting and Technical Support:** Respond to escalated technical issues from customers, diagnosing problems, and providing effective solutions. Provide remote technical support and guidance to field technicians and customers as needed.
- 2. Customer Communication:** Serve as a primary point of contact for high-level customer escalations. Communicate effectively with customers to understand their concerns, provide updates, and ensure satisfaction.

- 3. Preventive Maintenance:** Develop and implement preventive maintenance programs for our products, ensuring optimal performance and longevity. Maintain detailed records of maintenance activities and analyze data to identify trends and opportunities for improvement.
- 4. Hiring and Training:** Participate in the recruitment and selection of new service team members, ensuring a skilled and diverse team.
- 5. Support to Installation Team:** Collaborate closely with the installation team to provide technical expertise and support during product installations.
- 6. Vendor Management:** Responsible for building a network of vendors, service partners for servicing of ECD PAN India

**What we look for:**

- Bachelor's degree in a relevant technical field (Engineering, Electronics, etc.) or equivalent work experience.
- Proven experience in a service role, with a strong background in troubleshooting and technical support.
- Excellent leadership and team management skills, with a track record of building and leading successful teams.
- Strong problem-solving abilities and a methodical approach to diagnosing and resolving technical issues.
- Exceptional communication and interpersonal skills, both written and verbal.
- Familiarity with preventive maintenance practices and principles.
- Ability to work collaboratively across departments and with customers to achieve common goals.
- Proficiency in using technical tools, software, and systems for tracking and managing service activities.
- Previous experience in a customer-facing role and handling customer escalations is a plus.
- Strong working knowledge of industry regulations, restrictions and laws, ensuring company's adherence to these regulations

Type of role (Duration if temporary): Permanent full time