



Company Name: Chakr Innovation

Designation: Service Operations

Number of Position: 3

Location: Gurgaon

Responsibilities

Breakdown Management:

- Respond promptly to breakdown incidents reported by customers or internal teams
- Coordinate with technical teams to diagnose issues and implement timely solutions.
- Prioritize breakdowns based on criticality and impact on operations.
- Implement preventive measures to reduce the frequency of breakdowns.

PMS Schedule (Planned Maintenance Schedule):

- Develop and maintain a comprehensive schedule for routine maintenance tasks.
- Coordinate with maintenance teams to ensure timely execution of scheduled activities.
- Adjust schedules as needed, considering operational priorities and resource availability.
- Document maintenance activities and update records for future reference.

Customer Satisfaction:

- Gather feedback through surveys, reviews, and direct communication with customers.
- Analyze customer feedback to identify areas for improvement.
- Implement corrective actions based on customer input.
- Develop and maintain strong relationships with customers to enhance satisfaction and loyalty.

Account Receivable:

- Generate and send invoices to customers in a timely manner.
- Monitor and follow up on overdue payments.
- Coordinate with finance and sales teams to resolve payment issues.
- Maintain accurate records of accounts receivable and update financial reports.

Service Delivery:

- Oversee the entire service delivery process, from order placement to completion.
- Monitor service performance against established standards.
- Implement quality assurance measures to uphold service standards.



What you'll need

- Knowledge of welding and fitting activities for fabrication of MS and SS material
- Advanced MS Office skills
- Familiarity with rules, regulations, best practices and performance standards
- Strong industry knowledge
- Excellent leadership, communication, sales, and customer service skills
- Computer literacy and good organizational skills
- Hands on experience on MS Projects & advance Excel
- Strong creative thinking and problem-solving skills
- Excellent communication skills
- Team player, Self-motivated & passionate
- Decision making ability and leadership

Qualification

Diploma, Any technical Graduate

People you'll work with

Founder – Kushagra Srivastav - <https://www.linkedin.com/in/kushagra-srivastava-b68b2787/>

VP After Sales – Sushant Aneja – <https://www.linkedin.com/in/sushant-aneja-048a631b0/>

About Chakr

Chakr Innovation is India's first CleanTech Startup and a Series-B funded CleanTech start-up founded by graduates from IIT Delhi. We aspire to be the most innovative and successful CleanTech company in the world and are working on multiple technologies to improve air quality and reduce carbon emissions from various sources. One patented technology, that we have already commercialized, reduces particulate matter emissions from diesel engines. Chakr Innovation is the first and only brand in the country to have the type-approved Retrofit Devices for Diesel Generators. The technology is being used by 70 plus 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 from 2 founders to a team of over 350 full-time employees and have set up our manufacturing and R&D unit in Gurgaon & Pune. We currently have offices in Gurgaon, Pune and Chennai and are aggressively expanding to other geographies.

Awards & Recognition

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.



Value & Mission

Chakr Innovation aims to create pioneering, sustainable and scalable technologies to combat the grave threat posed by pollution. Our mission is to develop and implement innovative solutions which can effectively control pollution – saving the natural product, a retrofit emission control device for diesel environment and protecting people’s health. Our device, aims at addressing one of the most pressing issues for humankind "availability of breathable air by capturing pollution at source"

Clean air for everyone to breathe while ensuring that it does not become airborne again. We have developed world’s first retro-fit emission control device for diesel generators. Our technology can reduce ~70% of particulate matter emissions from the exhaust of diesel generators without causing any adverse impact on the engine.

Live your best life at Chakr Innovation with

Health Insurance

Learning and development

Maternity and Paternity leaves

Friendly peers & coworkers

Wellness Program

Perks & Bonuses

Lifestyle benefits (Work life balance & mobility)

Find more information about Chakr Innovation on www.chakr.in