



Job Description

Job Title	Senior Engineer – Service Operation (HVAC)
Department	Service Operation
Reporting Manager	Deputy General Manager -Sales & Marketing (Singapore)
Company	Dunham-Bush International Pte Ltd
Location	Singapore
Date Updated	23 September 2021

General Summary:

This position is the key success factor towards the overall business plan. It is a long-term business strategy to support sales, to gain trust from the client and also the business unit by itself. Good margin contribution unit especially through service, fulfillment and spare part business.

Principal Responsibilities:

- Perform the service operation, spare part sales, and service sales in collaboration with service response & service quality.
- To strategies and execute service business plan together with Deputy General Manager – Sales & Marketing (Singapore).
- Managing the service team to meet company's and customer's expectations.
- Responsible for the service P&L to achieve company financial goals.
- To lead, guide and motivate the service team to achieve better service standard.
- To provide on job coaching to Service Team, not limited to trouble shooting, service repair, testing & commissioning and other ad-hoc basic jobs.
- Any other duties assigned by the Management.

Knowledge, Skill and Ability Requirements:

- Air-conditioning system and application knowledge.
- Result oriented and able to work under pressure.
- Team player
- Good leadership skills
- Good presentation skills
- Analytical

Education Requirements:

- Degree in Mechanical Engineering with Air-Conditioning system experience.
- Minimum 2 years in servicing or relevant experience
- Good system knowledge with proven record.