

## Job Description

**Job Title** : Assistant Manager/Deputy Manager – Civil (For New Buildings)      **Job Location** : Patiala  
**Position Reports To** : CMS - Head

### Main Purpose

The primary focus of this role is to provide day to day management of the maintenance department with responsibility for Health and Safety, Quality, Customer retention/satisfaction and financial performance. Customer complaints and attrition require proactive management with the root causes being identified and addressed to prevent future reoccurrences. Incumbent is responsible for achieving budgeted Maintenance Revenue and Margin through the delivery of excellent customer service

Qualification	B.E/B.Tech/M.E (Civil)/Diploma (Civil) preferably. MBA would be desirable.
Experience	10-15 years of experience in the maintenance of large projects, mainly residential, offices or factories with at least 2 years in a senior leadership position. Must have the knowledge of MEP, Fire systems, Air conditioning and Microsoft project planning.
Competency	Excellent leadership and man management skills. Ability to manage a variety of cross-functional team members. Excellent organizational and follow-up skills. Competent in problem solving, team building, planning and decision making and commercially aware.

### Relationships

**Reports to:** CMS - Head

**Internal Relationships:** Team members, Deputy Director, Deans, Head Commercial, Finance Officer, Sr. Manager- Audit

### Specific Accountability & Job Responsibility

- Complete maintenance of residential building/area, student’s hotel and academic area
- Coordinate with architects and contractors for faster completion of task.
- Tracking of day to day activities and provide a timely and professional response to complaints and control disputes (written, verbal or through site attendance) keeping progress updated.
- Manage the team to achieve the institute’s expected response.
- Work together with the store’s department to ensure that required parts are sourced on a timely basis. In addition, to ensure that parts are returned to the stores in a timely manner for repair or disposal in line and Hazardous waste regulations where relevant.
- Management of the maintenance team to ensure adherence to Institute’s policies.

### Financial Budget and Control

- Maintaining departmental budget by reviewing financial statements; monitoring line efficiencies; monitoring labor cost; and other expenses.

### Relationship Management

- Work as part of the Management team to share ideas and improve operation, recommending, supporting and implementing continuous improvement activities and process and procedure improvements to optimize results and improve quality of delivery, in line with quality standards requirements delivery in line with Company and Customer requirements.
- Develop and maintain strong relationships with internal and external stakeholders to ensure optimal performance.
- Work collaboratively, negotiate and engage with key stakeholders to facilitate delivery and compliance with the maintenance strategy.

### Environmental, Health & Safety (SHE)

- Implement environmental strategies that impact on future ways of operating.
- In support with Head CMS, review the use of technological system that support a more environmentally friendly approach.

- Ensure that the department operates in accordance with health, safety and environmental policies and procedures to ensure the safety and wellbeing of staff and visitors.

**Compensation**

- Compensation will not be a constraining factor and will be the best in the sector.
  - Interested candidates can send their CVs by email ([amandeep.dhot@thapar.edu](mailto:amandeep.dhot@thapar.edu)) positively by 10<sup>th</sup> Sept 19.
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