

Service Operations Lead, Dubai North

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Company: Otis Elevator Co.

Location: Dubai

Category: other-general

Service Operations Lead, Dubai North and South Branch page is loaded Service Operations Lead, Dubai North and South BranchApply remote typeOn-Site locationsOtis L.L.C, 37th floor, The One Tower, Sheikh Zayed Road, Dubai, United Arab Emiratestime typeFull time posted on Posted Yesterday job requisition id20089007 Date Posted:2024-01-23Country:United Arab EmiratesLocation:Otis L.L.C, 37th floor, The One Tower, Sheikh Zayed Road, Dubai, United Arab EmiratesRole Overview : The role holder is responsible for managing Service Field teams across assigned branches/territories, monitoring expenses and operational budgets and ensuring the team's compliance to the plan. The role holders is also responsible for managing quality/safety audits across client sites. The role holder shall carry out his duties in accordance with the stipulated business policies and proceduresCore Responsibility: Participates in the development of the Service Field plans including manpower and material for the team in assigned territories to optimize utilizationMonitors Service Field projects within assigned branch/territory, ensuring cost and progress are tracked and potential issues mitigated. Assesses the performance of assigned branch/territory against annual plans to ensure the Service Field KPI's are achieved in a timely manner. Monitors the branch/territory expense and operational budgets with inputs from the contracted plan and drives the Service Field team's compliance to the plan. Approves manpower and material changes to the Service Field projects based on project scope and business requirement. Improve field efficiency using digital tools.Prepare weekly and monthly forecast for O,T and S. Manages quality/safety audits across client sites to ensure Service Field teams are operating within the prescribed quality parameters, and following operational safety

procedures. Conducts field visits across client sites in the assigned branch/territory to maintain a high level of rapport with key stakeholders and reinforce Otis commitment to customer service. Manages the coordination with the other departments to ensure that the terms and conditions of all service, repair and modernization contracts are implemented. Conducts coaching of Service Field team members ensuring they are mentored on field and learn from that experience. Implements corrective actions to remediate operational and performance problems within the assigned branch/territory. Provides the management team with timely information on Service Field operations in the assigned branch/territory to enable effective decision making. Prepares performance reports for the Service Field teams within assigned branch/territory and publishes a monthly reports to Service Operations Manager.

Minimum Qualifications, Experience And Skills Bachelor's degree in Engineering or equivalent Relevant certification such as Certified Construction Manager (CCM), Project Management Professional (PMP) or equivalent is preferred Minimum of 3-5 years of relevant experience in managing field operations in a construction/engineering organization Good level in Word package: Excel, PowerPoint, word At least 2 years in positions of progressively increasing managerial responsibilities Fluent written and spoken English essential, Arabic preferred

If you live in a city, chances are we will give you a lift or play a role in keeping you moving every day. Otis is the world's leading elevator and escalator manufacturing, installation, and service company. We move 2 billion people every day and maintain approximately 2.2 million customer units worldwide, the industry's largest Service portfolio. You may recognize our products in some of the world's most famous landmarks including the Eiffel Tower, Empire State Building, Burj Khalifa and the Petronas Twin Towers! We are 69,000 people strong including engineers, digital technology experts, sales, and functional specialists, as well as factory and field technicians, all committed to meeting the diverse needs of our customers and passengers in more than 200 countries and territories worldwide. We are proud to be a diverse, global team with a proven legacy of innovation that continues to be the bedrock of a fast-moving, high-performance company. When you join Otis, you become part of an innovative global industry leader with a resilient business model. You'll belong to a diverse, trusted, and caring community where your contributions, and the skills and capabilities you'll gain working alongside the best and brightest, keep us connected and on the cutting edge. We provide opportunities, training, and resources, that build leadership and capabilities in Sales, Field, Engineering and Major Projects and our Employee Scholar Program is a notable point of pride, through which Otis sponsors colleagues to pursue degrees or certification programs

. Today, our focus more than ever is on people. As a global, people-powered company, we put people – passengers, customers, and colleagues – at the center of everything we do. We are guided by our values that we call our Three Absolutes – prioritizing Safety, Ethics, Quality in all that we do. If you would like to learn more about environmental, social and governance (ESG) at Otis click [here](#). Become a part of the Otis team and help us #BuildWhat'sNext! Otis is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability or veteran status, age or any other federally protected class. To request an accommodation in completing an employment application due to a special need or a disability, please contact us at careers@otis.com. Privacy Policy and Terms: Click on this [link](#) to read the Policy and Terms

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