

United Arab Emirates Jobs Expertini®

Service Operations Manager | Otis Elevator Co. Dubai

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Company: Otis Elevator Co.

Location: dubai

Category: other-general

Service Operations Manager | Otis Elevator Co. Dubai

Otis L.L.C, 37th floor, The One Tower, Sheikh Zayed Road, Dubai, United Arab Emirates

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Core Responsibility:

Participates in the development of the Service Field plans including manpower and material for the team in assigned territories to optimize utilization.

Monitors 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

At least 2 years in positions of progressively increasing managerial responsibilities

Fluent written and spoken English essential, Arabic preferred

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