

Sr. Service Account Manager

[Apply Now](#)

Company: Johnson Controls

Location: Hyderabad City Taluka

Category: sales-and-related

Daily Routine Activities
1Daily communication to Technicians to reinforce the safety culture. Aggressively engage in any and all safety incident investigations. Create actions / communications to avoid future recordable Injuries.
2Support the completion of active SRs and activities not completed. Help remove barriers for completion as required.
3L&M - Daily WIP & Billing (Drive linear billing throughout the month). Approve all L&M quotes above set thresholds.
4L&M - Monitor L&M Compliance (i.e. Labor Discounts, Parts Discounts, Quoted & Secured GM% etc.)
5PSA - Review estimated vs. actual SSV hours. Review PSA Renewals Margin Expansion.
6Address any external and internal Customer Satisfaction issues that have arisen.
7Review outstanding A/R balance with SDM (CSA) and discuss action plans for delinquent customers.
8Monitor Team Schedule to ensure all Technicians have scheduled activities for the next day; adjust workforce as required.
Weekly Routine Activities
1Follow daily routine activities.
2Approve time and expense report submissions. Address Time Sheets that have not been submitted or approved.
3Perform Customer Touchpoint Activities & job site visits (3-5 customers per week).
4Assist in finalizing all PSA bookings (new & renewal). Review all new PSA sales opportunity cost & scope estimates before Sales presents proposal. Complete Exit Process for all non-renewing PSAs.
5Follow-up on open L&M and PSA quotes/opportunities for the following month.
6Lead weekly meeting with TTL, SDM (CSA), SDA (CSAA) to review L&M pipeline activity and balance of SSV planned.
7Identify performance gaps, define actions to address and fortnightly review on progress.
8Analyze manpower needs for TBSV business. Review technician utilization & provide monthly Labor & L&M projections.
9Fortnightly recruitment and retention reviews.
10Set

& Monitor goals for customer account GM delivery. Monthly Routine Activities
 1 Monthly Business Review.
 2 Monthly PSA Backlog review and address issues / gaps (may be clubbed together with monthly TB business review).
 3 Aggressively address any Customer Satisfaction issues & follow through with associated paperwork.
 4 Perform Customer Kickoff Meetings as assigned and scheduled touchpoint visits.
 5 Monthly Toolbox Training and Safety Reporting updates. Perform mandatory "Monthly Health & Safety Jobsite Audit".
 6 Monthly 1 on 1's with each direct report.
 7 Constantly recruit team members to ensure delivery of World Class Service. Monthly review of exit interviews.

Quarterly/Annual Routine Activities
 1 Annual Goal Setting with quarterly reviews.
 2 Annual Performance Reviews + Evaluate team members on progress vs development plan with TTL (competency progression review in LPT and assignment of trainings).
 3 Annual Safety and Ethics trainings.

Business reports required for SAMs to carry out Daily/Weekly/Monthly routine tasks:
 Financial reports:
 (i) PSA and L&M Revenue, GM, GM%, PSA Backlog.
 (ii) Open WIP to monitor progress SDA is making with daily invoicing.
 (iii) Exception report (AP, AR, Contracts on hold, etc.)
 (iv) Monthly recovery report.

Sales reports: L&M pipeline and quotation summary, On-time PSA renewal report.
 Customer Satisfaction reports: Days to Invoice, SSV on time, NPS.
 Labor management reports: Chargeable vs. Non-chargeable L&M hours.
 Labor management reports: T&E reports, SSV estimated vs. actual, SSV manpower.

Monthly Service Review Meeting (led by SAM)
 Organizer: SAM (TBSM), 15th of each month
 Participants: HSO, SAM, SDM, SDA, TTL (Tech), TTL (Sales)

Key Agenda Items:
 Review team safety incidents, audits completion and actions taken.
 Review PSA and L&M secured/revenue outlook vs. plan for the month and gap action plan.
 Review L&M pipeline targets and current state (Pipeline vs. Gap to plan).
 Review L&M Quote backlog.
 Review upcoming PSA renewals and renewal status.
 Review of new PSAs to be secured within next 3 months.
 Review any outstanding escalations (collections/ touchpoint visit/ SSV overdue/ people/ etc.)
 Review Customer Satisfaction results and touchpoint plans/outcomes from visits.
 Review of outstanding Warranty claims.
 Review of Teams' utilization (billable and non-billable hours).

Intended Outcome:
 Development of monthly forecast along with:
 (i) Gap closure action items toward delivering plan/forecast.
 (ii) Identification of issues/risks and potential solutions to meet forecast.
 Customer visits determined and assigned.
 Action plan to meet Customer Satisfaction requirements.

#J-18808-Ljbjfr

[Apply Now](#)

Cross References and Citations:

1. **Sr. Service Account Manager Jobs Hyderabad City Taluka** ↗
 2. **Sr. Service Account Manager Jobs Hyderabad City Taluka** ↗
 3. **Sr. Service Account Manager Jobs Hyderabad City Taluka** ↗
 4. **Sr. Service Account Manager Jobs Hyderabad City Taluka** ↗
 5. **Sr. Service Account Manager Jobs Hyderabad City Taluka** ↗
 6. **Sr. Service Account Manager search Hyderabad City Taluka** ↗
 7. **Sr. Service Account Manager job finder Hyderabad City Taluka** ↗
1. **Sr. Service Account Manager jobs** ↗
 2. **Sr. Service Account Manager jobs** ↗
 3. **Sr. Service Account Manager jobs** ↗

Source: <https://pk.expertini.com/jobs/job/sr-service-account-manager-hyderabad-city-taluk-johnson-controls-1398-28002/>

Generated on: 2024-05-06 by [Expertini.Com](#)