

The Mahindra Group focuses on enabling people to rise through solutions that power mobility, drive rural prosperity, enhance urban lifestyles and increase business efficiency.

A USD 16.7 billion multinational group based in Mumbai, India, Mahindra employs more than 180,000 people in over 100 countries. Mahindra operates in the key industries that drive economic growth, enjoying a leadership position in tractors, utility vehicles, information technology, and vacation ownership. In addition, Mahindra enjoys a strong presence in the agribusiness, aerospace, components, consulting services, defence, energy, financial services, industrial equipment, logistics, real estate, retail, steel, commercial vehicles and two wheeler industries.

Mahindra USA (MUSA) is part of the US \$ 16.7 billion Mahindra Group's Automotive and Farm Sector - the #1 selling tractor company in the world, based on volumes and the only tractor manufacturer in the world to win the industry's top two quality awards – the Deming Application Prize and the Japan Quality Medal, care of Union of Japanese Scientists and Engineers.

Houston, Texas based Mahindra USA (MUSA) is a wholly owned subsidiary of Mahindra & Mahindra Ltd. and began selling tractors in the USA in 1994. MUSA has since grown rapidly due to high customer satisfaction levels and strong customer referrals. Mahindra USA has four distribution points in North America to help meet the needs of its customers and the growing demand for its products.

Mahindra's professional-grade tractors range from 22 HP – 100HP – and include the revolutionary new Max series tractors. The Mahindra Max 22 and Max 25 are the first real tractors in the sub-compact market and feature true tractor performance and capabilities. The Mahindra Max 22 and Max 25 are joined by the industry's first mid-compact tractor, the Mahindra Max 28 XL, which has compact tractor performance and versatility in a near compact tractor size. All Mahindra Tractors are built with heavy-duty components that allow them to outperform other tractors in their class and are designed to provide consumers with the ability to push more, pull more and lift more, so they can do more, in less time.

We are currently seeking to fill the position of **Service Manager** for **several territories (US and Canada)**. The Service Manager is responsible for assigned Mahindra USA dealerships within a geographic service territory. This job entails all aspects of technical, service parts and administrative service related duties to support the dealerships. The Field Service Manager works closely with and under the direct supervision of the National Service Manager to accomplish specified monthly, quarterly and annual objectives.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- **Technical**
 - Provide technical support to the Dealerships in assigned territory

- Ensure Dealerships have adequate resources and facility to properly repair Mahindra machinery and maintain customer satisfaction
 - Conduct training to ensure Dealerships are properly trained to work on Mahindra machinery and maintain appropriate skill level.
 - Provides Regional and On-site Technical Training to help troubleshoot and repair equipment
 - Assist with difficult customer issues.
 - Work with Service team to continue development of the Service Management Development and Certification Program.
- **Service Parts**
 - Works with assigned dealerships to promote the use of Mahindra OEM service parts usage.
 - Achieves monthly, quarterly and annual service parts sales objectives.
 - Provide Parts related assistance to Dealerships when requested or required.
- **Equipment Warranty & Campaigns**
 - Administer Mahindra Warranty as outlined in the Dealer Policy Manual
 - Train Dealerships on the proper Warranty process and procedures
 - Conduct random audits of dealers to ensure compliant with Mahindra warranty policies and procedures.
 - Review and approves Warranty Claims from Dealerships
 - Monitors campaign completion and promote 100% closure on all safety related issues.
 - Administer goodwill policy in the best interest of Mahindra, the Customer and the Dealership using Company procedures and guidelines within budgetary constraints.
- **General Duties**
 - Works with the other members of the Field Sales Area to achieve assigned objectives and meet commitments on a monthly, quarterly and annual basis.
 - Works with dealerships to maintain Customer satisfaction using all available resources to ensure brand loyalty.

REQUIREMENTS: Experience in the following elements **required**:

- Minimum 5+ years of experience in the agricultural, construction, or industrial equipment industry.
- Minimum 5+ years of experience in the repair and maintenance of heavy equipment.
- Bachelors Degree or equivalent combination of education and experience in a business management degree program of related field.
- Excellent communication skills to be able to converse with dealers and employees via phone and email.
- Ability to communicate effectively in order to develop written reports and to provide instruction and guidance to corporate and dealer service support personnel.
- Skilled at problem resolution.
- Ability to remain tactful in challenging and argumentative situations.

- Intermediate to advanced knowledge of Microsoft Programs, (i.e. Excel, Word, PowerPoint, and Outlook)
- Ability to read, write, and speak the English language is required.
- Good presentation skills.
- Ability to multitask in a fast paced environment
- Ability to work in a team environment
- Ability to travel up to 90% of the time
- Valid Driver's license with a clean driving record

ADDITIONAL EXPERIENCE DESIRED:

- Knowledge Dealership operations
- Ability to read and understand blueprints, technical manuals, parts manuals, etc.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit; operate computers; job requires full use of hands and arms and ability to talk, see, and hear. The employee is required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl.

If you meet our qualifications and are passionate about your work, come join our team where ***Driving Positive Change, Accepting No Limits and Alternative Thinking*** are a part of our everyday culture.

MAHINDRA USA IS AN EQUAL OPPORTUNITY EMPLOYER