

<b>Job Title: Territory Manager (Tamil Nadu)</b>			
<b>Business Unit:</b>	Sarvajal	<b>Domain:</b>	Operations
<b>Location:</b>	Chennai, Tamil Nadu (flexible)	<b>Band/Grade:</b>	2 A
<b>Department:</b>	Operations	<b>Last updated on:</b>	November 2020
		<b>Degree of Travel required to:</b>	High
<b>Purpose of Job</b>	Single point contact accountable for all maintenance & administrative activities in the territory (comprise of rural and urban water installations in the states of Tamil Nadu, Andhra Pradesh, Telangana, Karnataka and Kerala), responsible for stakeholder relationship management by ensuring quality service delivery and for achieving customer satisfaction.		
<b>Key stakeholders</b>	<b>External</b>		<b>Internal</b>
	<ul style="list-style-type: none"> <li>Govt bodies (license approval)</li> <li>Consumers</li> <li>Local vendors</li> </ul>		<ul style="list-style-type: none"> <li>Admin</li> <li>Sales</li> <li>CALM</li> <li>Inventory</li> <li>Accounts</li> <li>IT</li> <li>Maintenance</li> </ul>
<b>Reporting structure</b>	<b>Role directly reports to</b>		<b>Positions that report into this role</b>
	Regional Manager- Operations		<ul style="list-style-type: none"> <li>Field Engineer</li> <li>Territory Admin</li> <li>Plant Operators</li> </ul>
<b>Essential Qualifications</b>	Graduate with prior experience of team management. Preferably from Engineering (B.Tech or M. Tech in Electrical/ Mechanical/ Chemical) back ground.		
<b>Essential Experience</b>	Min 2 years of relevant experience		
<b>Competencies</b>	<ul style="list-style-type: none"> <li>Problem solving and critical thinking</li> <li>People Management</li> <li>Project Management</li> <li>Comfortable with Microsoft Office (especially Word, Excel and PowerPoint)</li> <li>Good communication skills with command over local language</li> <li>Willing to undertake extensive travelling (15 to 20 days per month) to rural areas of Tamil Nadu, Andhra Pradesh, Telangana, Karnataka and Kerala</li> <li>Comfortable in interacting (reading, writing, speaking) in Tamil, English, Hindi and preferably in Telugu, Kannada.</li> </ul>		
<b>Values</b>			
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Expertise – we strive for a deeper understanding of our domain</li> <li>Innovation – we aspire to do things creatively</li> </ul>		
<b>Action</b>	<ul style="list-style-type: none"> <li>Entrepreneurship – we are empowered to act decisively and create value</li> <li>Integrity – we are consistent in our thoughts, speech and action</li> </ul>		

<b>Care</b>	<ul style="list-style-type: none"> <li>• Trusteeship – we protect the interests of our customers, community, employees, partners and shareholders</li> <li>• Humility – we aspire to be the best, yet strive to be humble</li> </ul>
<p><b>Key Roles/Responsibilities: Territory / Sarvajal Focused Approach</b></p> <ol style="list-style-type: none"> <li>1. Installations, Maintenance and Water Offtake           <ul style="list-style-type: none"> <li>○ Scoping and Feasibility study of upcoming projects as per Sarvajal parameters.</li> <li>○ Liaising with village/ block/ city level government officials for requisite project approvals.</li> <li>○ End to end field implementation of projects within predetermined timelines and budgeted cost.</li> <li>○ Ensuring maintenance of water purification units/ ATMs as per defined timelines/TAT and business model.</li> <li>○ 10% improvement in water offtake of the territory on YoY basis</li> <li>○ Identifying opportunities to improve water offtake using various CALM activities</li> <li>○ Continuous coordination and collaboration with various departments.</li> <li>○ Timely submission of various installation and maintenance form with proper verification.</li> <li>○ Identification of potential entrepreneur as plant operator in villages.</li> <li>○ Continuous follow up and relationship management with water purification plant operators.</li> <li>○ Monthly collection and reporting of water revenue from each plant operator</li> </ul> </li> <li>2. Accounts           <ul style="list-style-type: none"> <li>○ Check and verify various vouchers.</li> <li>○ Send cash report to the head office on a daily basis</li> <li>○ Timely submission of self and team’s bills to accounts</li> </ul> </li> <li>3. Inventory           <ul style="list-style-type: none"> <li>○ Submission of monthly material consumption report.</li> <li>○ Negotiate price and quality with vendors &amp; seek approvals before making any purchases.</li> </ul> </li> <li>4. Compliances, Legal and Accountability           <ul style="list-style-type: none"> <li>○ Ensure that all processes and procedures are followed by both the Company and Franchisee.</li> <li>○ Expedite &amp; handle legal issues and court cases that occur with franchisees, with due care and attention</li> </ul> </li> </ol> <p>The list of roles and responsibilities is not exhaustive; your reporting manager can request you to manage additional tasks from time to time.</p>	

**Date:** \_\_\_\_\_ **Prepared By:** \_\_\_\_\_ **HR Department**

**Approved By:** \_\_\_\_\_ **Reviewed By:** \_\_\_\_\_