

COMPETENCY BASED JOB DESCRIPTION			
Position Title	Head AMC	Employee Name	
Reports to	SBU Head		
Created on		Current Designation	Sr.Manager
Department	AMC Sales		
Minimum Qualification	Diploma / UG / PG	Revised on	
Minimun Work Experience	8 - 10 Years		
Functions/ Tasks:	Ensure the profitability and growth of the AMC business by delivering exceptional service, fostering strong client relationships, and optimizing operational efficiency. The ideal candidate will possess strong leadership, business acumen, and a deep understanding of service delivery and contract management.		
Primary			
Develop and implement strategic plans to expand and enhance the AMC business.			
Formulate and execute comprehensive sales strategies to acquire new AMC clients across target market segments.			
Establish clear and measurable sales targets for the AMC team and individual sales representatives.			
Establish and enforce efficient payment collection processes and strategies for all AMC clients.			
Define clear payment collection targets and monitor the team's performance against these targets.			
Oversee the accounts receivable process for AMC contracts, ensuring timely invoicing and follow-up on outstanding payments.			
Establish and implement appropriate credit control measures to minimize bad debt related to AMC contracts.			
Regularly track and report on payment collection performance, identifying and addressing any bottlenecks or challenges.			
Identify market trends and opportunities for new AMC offerings and service enhancements.			
Set and achieve revenue and profitability targets for the AMC department.			
Analyze and evaluate existing AMC programs and recommend improvements.			
Oversee the drafting, negotiation, and execution of AMC contracts, ensuring compliance with legal and company standards.			
Manage contract renewals, modifications, and terminations.			
Ensure accurate and timely billing and invoicing for AMC services.			
Maintain comprehensive records of all AMC contracts and related documentation.			
Ensure the efficient and effective delivery of AMC services, meeting or exceeding client expectations.			
Develop and implement service level agreements (SLAs) and key performance indicators (KPIs) to monitor service quality.			
Build and maintain strong relationships with key AMC clients.			
Lead, mentor, and develop a team of AMC professionals.			
Manage and optimize resource allocation for AMC service delivery.			
Foster a culture of teamwork, collaboration, and continuous improvement.			
Manage the AMC budget and ensure cost-effective operations.			
Analyze financial data to identify areas for improvement and cost optimization.			
Implement and maintain a robust preventive maintenance program.			
Coordinate with other departments to resolve client issues.			

### Hykon India Limited

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Secondary		
Conduct regular client satisfaction surveys and implement feedback to improve service quality.		
Proactively identify and address potential client issues		
Set performance goals and conduct regular performance evaluations.		
Foster a culture of teamwork, collaboration, and continuous improvement.		
Assist in the development and implementation of company-wide service initiatives.		
Collaborate with sales and marketing teams to promote AMC offerings.		
Prepare and present reports to senior management on AMC performance.		
Skills Required	Proficiency Level Required	Evaluation Method
Communication	Expert	Observation & feedback
Organisational	Expert	Observation & feedback
Problem-solving	Expert	Observation & feedback
Interpersonal skills	Expert	Observation & feedback
Analytical Skills	Expert	Observation & feedback
Customer Relationship Management	Expert	Observation & feedback
Negotiation Skills	Expert	Observation & feedback
Organizational Skills	Expert	Observation & feedback
Leadership Skills	Expert	Observation & feedback
Time management	Expert	Observation & feedback
Adaptability	Expert	Observation & feedback
Knowledge Required	Proficiency Level Required	Evaluation Method
Product Knowledge	Expert	Observation & feedback
Industry Knowledge	Expert	Observation & feedback
AMC Sales	Expert	Observation & feedback
Company Policies	Expert	Observation & feedback
Technical Knowledge	Expert	Observation & feedback
Personal Attributes Required	Definition	
Results-Oriented	Driven to achieve targets and exceed expectations	
Problem-Solving	Ability to identify and resolve sales-related issues	
Time Management	Effective organization and prioritization skills	
Strategic Thinking	Forward-thinking and proactive	
Adaptability	Flexibility to adjust to changing market conditions	
Accountability	Taking ownership of results and holding oneself and others accountable.	
Resilience	Ability to handle pressure and setbacks	
Continuous Learning	Staying updated on industry trends, sales techniques, and leadership skills	

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Description of Proficiencies		
Proficiency Scale: 1 to 8		
Proficiency	Level	Description
1	Very Limited	Has only theoretical understanding
2	Limited	Can perform under full guidance
3	Elementary	Can perform under some guidance
4	Average	Can perform independently
5	Intermediate	Can perform independently & Troubleshoot
6	Advanced	Can perform independently, trouble shoot & train
7	Expert	Can perform independently, trouble shoot, train and lead
8	Legend	Can be an subject level expert, and influence procedures/norms
Additional Skills/Talent:		
Signature of the Employee:		Signature of HOD:

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