

# Service Manager, Hong Kong Global Service Department

- Service Operation and Service Sales Leadership
- Based in Hong Kong

- Competitive Annual Cash Compensation + Bonus + Benefits

**ERLMS Limited is a professional management consulting firm specialising in providing Organisational & Human Resource Management Consulting, IT System Development & Solution and Executive Search services to companies worldwide.**

**Our client, a global technological and engineering solutions company with major presence in Asia Pacific, is seeking a Service Manager to lead and guide the Global Service Team and Department in Hong Kong.**

**Functionally reporting to the Senior Service Director and administratively reporting to the General Manager, your primary responsibilities include:**

- Plan, organise, prioritise and manage the operation of Global Services Department in order to achieve sustainable and profitable growth in sales turnover year-on-year and within planned expense limit.
- Lead and guide the Global Services Department towards a culture of long term customer relationship, be analytical and professional in approach and where possible strive for a win-win solution.
- Take responsibility for the Global Services Department related activities and its development.
- Promote and ensure the company is the customers' preferred choice as trusted business partner by delivering quality and on-time services.
- Ensure continuous development of business through providing excellent services, marketing activities and training.
- Responsible for leading and guiding the Global Services Department through the complete sales cycle from getting the purchase order to receiving payment from customer.
- Participate and contribute to the development of marketing plans and targets by closely monitoring and analysing orders and sales results and market intelligence.
- Supervise, appraise, motivate and develop subordinates for continual improvement and for optimisation of employee performance.
- Initiate and participate in short, medium and long term sales and marketing planning of the company to ensure sustainable profit growth of the sales year-on-year.
- Inculcate a culture of customer oriented approach with a service level to reflect the company for providing world class quality.

## **KEY SKILL AND ATTRIBUTE REQUIREMENTS**

- Excellent interpersonal skills both towards customers and internally.
- Excellent managerial skills, strong leadership ability and strong commitment to excellence.
- Good understanding of service business, customer requirements, products, business operations and processes.
- Excellent knowledge of the Service Industry.
- A broad and deep knowledge of requirements and needs for Technical Services.
- Good knowledge in technical service applications.
- Excellent spoken and written skills in both English and Chinese.
- Excellent skills in market analysis and strategy planning.
- Self-motivated, resourceful, sales oriented and result driven with knowledge of customer relationship management.
- Strong drive for achieving sales target.
- Possess good computer literacy.

## **WORK EXPERIENCE AND QUALIFICATION**

- Degree in Electrical, Mechanical Engineering or related field with a minimum of 8 years of service business experience.
- Experience in UPS, Air Conditioning and DC power in Telco or Data Centre.
- At least minimum 4 years experience in managerial position.

**This is an exceptional opportunity to be part of a fast growing multi-national organisation with significant presence in the Asia Pacific region.**

**The Hiring Company would like to have someone on board as soon as possible. Interested candidates, please send in your application immediately.**

**To apply, please email your detailed resume with a covering letter explaining your suitability for the position to ERLMS Limited on [executivesearch@erlms.com](mailto:executivesearch@erlms.com). Please also indicate in the resume your annual current and expected salary packages.**

**ERLMS Limited**  
Management Consulting & Services

All information collected is solely for recruitment purpose and will be treated in the strictest confidence.