

25th April 2014.

Notice for Placement

Job opportunity for Marketing

Company Name:- **Hindustan Unilever**

Position Title: Territory Sales Officer

Location: Anywhere in West Region

Department :- General Trade, Water, ICD

The Territory Sales Officer would be required to drive sales and distribution for the company products and manage his allocated territory and the customer.

Deliverables of the Role

1. Should have strong experience in handling Distributors
2. Should be expert in calculating ROI (Return on Investment)
3. Should be able to clear the Written Aptitude Test which would include basic Arithmetic, Data interpretation, post which there will be two personal round interview
4. Should be confident to explain his profile in detail
5. Achieve sales targets through personal selling (visiting market) and driving RS system.
6. Analyze how to improve the competitive position in the market through improved customer service.
7. Negotiate with his RS and develop his people on managing customers to obtain more business.
8. Monitor closely the competitive activities and provide feedback to the branch on appropriate action that the company needs to take to counter such activities.
9. Monitor systematically the performance of the RS and RS's sales team and take corrective action (infrastructure gaps) and training the RS Sales team to deliver the numbers.
10. Within budget limits for brand activities organize promotion activities in consultation with the superiors
11. Should be flexible to relocate anywhere in West Region

12. Selected candidates will be placed either of the given states i.e. MP, Goa, Gujarat, Maharashtra and Chhattisgarh. There should not be any location preference else their candidature will not be taken forward

Qualification: - Graduate or Post Graduate

Experience: - 3 - 7 yrs in Sales

Location:- Candidate should be flexible to relocate anywhere in West Region i.e. Maharashtra, Gujarat, MP, Goa and Chhattisgarh

Required Skills: - Should have strong communication skills, Presentable, Confident & high energy

Should be able to join HUL in 2 weeks time if selected

Interested Candidates can send their resume on below mention email id at the earliest

autonomous@welingkarmail.org

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External Unilever Jobs

No matter who you are, or where in the world you are, the chances are that our products are a familiar part of your daily routine.

Every day, around the world, people reach for Unilever products. Our brands are trusted everywhere and, by listening to the people who buy them, we've grown into one of the world's most successful consumer goods companies. In fact, 150 million times a day, someone somewhere chooses a Unilever product.

Look in your fridge, or on the bathroom shelf, and you're bound to see one of our well-known brands. We create, market and distribute the products that people choose to feed their families and keep themselves and their homes clean and fresh.

JOB TITLE: Customer Care Officer

JOB LOCATION: West Region

DEPARTMENT: Water

Qualification - BSc – physics, chemistry, micro biology/BE/diploma in engineering/diploma in any science subject

Experience - minimum 2 yrs

Industry - Consumer Durable

Technical Skills – should have worked with UV and RO water purifier, refrigerator etc, After sales services, post sales services, customer services, consumer services.

JOB DESCRIPTION:

PLACE IN ORGANISATION

The positions will be reporting to the CDM for the zone. The position will be based out of high volume battery sale / high density existing consumer base.(more than 1 Lakhs GKK, Device Sale + Complaints Redress - regions)

EXPECTED WORK

Context:

To prepare for the next generation customer development managers CDMs. The Team of Sr. CCOs fits in the transition role of managing higher volumes, growth in

sales of GKKs , Transition to perception management with the CDO & modern trade channel, and to get the exposure to larger volumes before moving on to CRE.

This year will see the complete doubling of GKK sale and introduction of Marvella for high end and the business thru modern trade. In this context we start planning to move our structure to align with the changing needs of our consumers.

The structure is as follows

The work content will exponentially increase on the CCOs on launching of every single premium Products in terms of installation , Complaints Handling , Training the 1000 odd LSPs in Premium Products – installations / complaints Redressals, Servicing in SMT Towns, dealer satisfaction in after sales service with Premium Products,

Job Content:

01.Training

Product training to CCEs, all models

Soft skill training to CCEs,

SOPs

02. Deliveries

Delivery of GKK in one day for mo5

Installation and Delivery of battery in 6 hours for Marvella.

Installation of Autofill in one day.

COMPLAINT Resolution of all models within one day.

Achieve for 4 sigma levels of delivery efficiencies.

03. CSAT & Complaints Redress

Responsiveness. -- Delivery TAT.

Reliability -- Repeat complaints to be less than 3%.

Empathy -- Handling escalations, communication written with the consumers, Redressals thru the consumer forums,

Assurance -- Quality of closures, focus on eliminating wrong closures,

Tangibles -- Hygiene of the CCE, uniforms, id cards, cleanliness after repairs,

04. DSAT Dealer Satisfaction

Dealer clearance of stock damages,

Complaint closure and giving feedback to CDO outlet on the complaint closure.

Availability of GKK stocks in CDO OLs.

Vigil on the duplicates GKKs .

Regular visits to key counters to improve the perception of Pureit service among the cdo's

05. Product Quality Tracking

Feedback on the new products

Feedback on the field trials

Assistance in the research work as and when required.

To assist the quality team in FMEA for high end products.

Study of the consumer behavior in the Consumption of GKK's.

Quality of Updatons of complaints by LSPs, product quality tracking data.

06. Inventory of Spares and Accessories and Tools.

Ensuring the Stocks availability at all times with the KSPs.

Define and maintain the minimum stock levels with the KSP and LSPs

Identifying & Managing the backup KSP,

Indenting the Stocks and GKKs on time.

Working on stock cover for CRS Implementation.

07. Gross Sales Volumes (GSV) GKKs and Accessories / References

Sale of GKK thru the LSPs by unlocking their potential.

Repurchase activity. Project revive- recover the drop outs .

Hygiene Management of child entry data.

08. Project jade

Sale of Up gradation devices to consumers who have been using the pureit for more than 3 years by offering Up gradation. Targets defined.

With the volumes and new products and new channel of CDOs the above work will exponentially increase in all markets, hence it is required to motivate the present performing CCOs across the country by offering a path to grow .

Change :

The Post requires the need to innovate and undergo the change process management for the CRM team.

The Sr CCO will be the Key to a change process of the CRM team from just delivery of GKK management to retaining and developing the long term relationship of the consumers.

Some of the new initiatives which relates to the changing perception of the brand are,

Managing the perception of consumer durable outlets for Pureit after markets service.

- Developing the CCEs from just delivery boys to aggressive sellers of the GKKs.
- Bringing in the concept of cross selling and up selling in to the CRM delivery process to spread the scope of GSV.
- To bring in the change management of uplifting the skill sets of the CCEs where ever it is required for new models.
- The new CRM models of KSP as franchisee and LSP to be executed.
- Handling the LSP cum KSP appointments & management.
- To align the teams for the new EQ parameters which time to time changes as per the Consumers Changing expectations?

ENVIRONMENT

- Consumer durable outlets, distributors, LSPs and KSPs
- Consumers, consumers forums
- NGOs/ MFIs
- HR manpower vendors.

ONLINE ASSESSMENT:

Please note: As part of the job application, you will be asked to complete an online assessment. Completion of the assessment is mandatory in order to be considered for the position. Please allow yourself plenty of time to complete both the application and assessment. If the assessment is filled out partially or not at all, it will adversely affect the progress of your application. Please note that you will have to complete the assessment at once as you will be unable to return to it later.

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Requirement:

Territory Sales Officer Position (TSO) for West Region i.e. Maharashtra, Goa, Gujarat, MP and Chhattisgarh (location preference will not be given to any candidate and hence he needs to be flexible to relocate anywhere in West region)

1. Opening is in OOH Department (Out Of Home) all food products + Vending
2. Mix profile :- Institutional Sales, HORECA, B2B, Vending
3. MBA Fresher – preferably **Males** who have done Hotel Management

Students should prepare on the below topic:

1. Excellent Communication Skills, Flexible to Relocate anywhere in West Region, Presentable, Confident, should have high energy, excellent grasping power
2. Prepare on Vending Division, B2B, Institutional Sales & HORECA works
3. Prepare on ROI calculation with examples, knowledge in handling Distributors and should know about HUL and the projects that we have done
4. Prepare on FMCG/Food Industry
5. Prepare on HUL products and what HUL is into, projects that HUL has done and Why you want to join HUL

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