

## CAREER OPPORTUNITY

### JOB: SERVICE MANAGER

Typical Reporting Line: Hub/Local Business Unit Manager (or) Local Business Unit Service Manager

Country Service Manager  
Job Ref: J001070. Version C

**Mission Statement:** Implement Service strategy and drive Service growth locally at the respective local unit level. Lead the Service organization and is responsible for the P&L to achieve performance targets and to optimize the utilization of service resources

#### Main Accountabilities:

1. Service strategy: Drives implementation of the Service strategy as a member of the local management team. Ensures corresponding plans are implemented consistently in the Service organization through collaboration with other businesses/hub.
2. Performance targets: Drives, implements, reports and monitors performance targets as part of the global (or) local unit P&L (financial, productivity, investments, customer satisfaction, operational excellence, etc.).
3. Service delivery: Runs the day to day Service business to ensure profitable growth and improvement of Service productivity. Implements agreed delivery and performance standards to ensure consistency in quality and customer satisfaction.
4. Customer approach: Executes the (global) service and delivery sales channel strategy within the local unit. Implements productized Service offerings and materials for marketing purposes, and invests in Service Sales to increase market penetration. Builds sustainable customer relationships to ensure local client growth, satisfaction and retention together with Sales. Supports Sales resources in customer meetings. Drives consistent development of processes and practices based on customer feedback (Net Promoter Score (NPS)).
5. Operational excellence: Invests in improving the quality of existing Service products and in developing new Service products to expand the portfolio in line with global direction.

#### How to apply:

You can apply for this position by logging onto [www.talentconsults.com](http://www.talentconsults.com), and loading your CV on the system. Deadline for submission is **30th April 2017**. For more information, please visit the ABB website : <http://new.abb.com>  
Please note that only successful candidates will be contacted.

6. Health, safety & integrity: Is responsible for health and safety of the local Business Unit/Product Group Service team. Enforces a Service safety and integrity culture throughout the Service organization.
  7. People leadership and development: Ensures that the area of responsibility is properly organized, staffed, skilled and directed. Guides, motivates and develops direct and indirect subordinates. Improves service availability, provides training and develops capabilities and competencies.
  8. Offer preparation: Prepares offers in coordination with the bid and proposal department and/or the Marketing Manager. Ensures appropriate technical and financial aspects of offers, including prices and trading conditions.
  9. Collating and understanding the Market Spread for ABB Products together with BU Sales organization developing this into Country plans.
  10. Analysis of business intelligence in terms of pricing and product needs, and share the same with all concern (country Management / BU management etc.) so as to implement the sales strategies
  11. Tracking the Competitors moves and sharing the same with all concern.
- Experience**
- B. E ( Electrical or equivalent ) Degree from a reputed university
  - At least 5 years relevant experience in Service Related Field
  - Possess good Communication, cooperation & negotiation skills
  - Understanding of customer needs, experience in customer interface.
  - Wide market knowledge and Product knowledge
  - Social, networking and stress-tolerant, cultural sensitivity, flexibility, open to traveling etc

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## CAREER OPPORTUNITY

### JOB: FINANCE CONTROLLER

Typical Reporting Line:

**Regional Finance Controller/Country Manager**  
Job Ref: J003030. Version A

**Mission Statement:** Provides general administrative and clerical services on department/program/local Business Unit level.

#### Main Accountabilities:

1. Dealing with all the Banks for day to day financial transactions
2. Monitor and co-ordinate with all concern regarding Import and export of material
3. Control order execution, monitor revenue, SG&A expenses, EBITA and OCF
4. Responsible for local purchase
5. Responsible for companies assets, statutory obligation of the company
6. Co-ordinate for smooth statutory audits and timely reporting of annual financial statements
7. Development and implementation of ERP system (SAP) on daily and need basis.
8. Ensure high quality of all reporting and business information
9. Support the business on financial risks, responsible for risk management in operations

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10. Documentation Prepares documentation and assists in researching, compiling, proofreading and editing reports, presentations, organization charts, correspondence, etc.
  11. Processes Implements ABB processes and engages with other team members in continuous improvement of processes and procedures to maximize efficiency and effectiveness.
  12. Systems Maintains records/databases/filing systems/archives, in electronic and/or hard copy format.
- Experience**
- Degree in Accounting/ from a reputed university with ACCA/Know of Tally as added advantage.
  - At least 5 years relevant experience in a finance related field.
  - Possess good Communication, cooperation & negotiation skills
  - Understanding of customer needs, experience in customer interface.
  - Wide market knowledge and Product knowledge
  - Social, networking and stress-tolerant, cultural sensitivity, flexibility, open to traveling etc

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## CAREER OPPORTUNITY

### JOB: SALES SPECIALIST-UTILITY

Typical Reporting Line: Sales Manager-ABB Uganda  
Job Ref: A002130. Version C

**Mission Statement:** Responsible for sales of products/systems/ services within a designated market in accordance with strategy. Build long term customer relationships and manage resolution to specific customer needs and issues. Identify and develop sales opportunities.

#### Main Accountabilities:

1. Volume and profit Sells products/systems/services to customers, focusing on volume, mix and profitability targets for assigned Business Units/Product Groups.
2. Customer relations: Establishes and maintains effective customer relationships to understand customer needs, promote customer understanding of full product/systems/ services offering, and align to provide a solution. Ensures a positive customer experience throughout the sales process.
3. Sales plans: Prepares sales plans using company tools. Performs regular status reviews and proposes recovery plan(s) in cases of potential order shortfalls.
4. Sales: Creates added value for the customer and ABB and ensures the successful outcome of transactions, contracts and proposals by using effective sales techniques. Communicates details in accordance with ABB offering and strategy (delivery time, payments, and general terms and conditions).
5. Marketing: Ensures efficient marketing activities and value proposition to customers.
6. New market opportunities: Identifies and drives the development of new market opportunities in the designated market and ensures know-how sharing and cross-collaboration.

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7. Administration: Manages administrative procedures in sales processes, and supports collection and project management activities when needed.
  8. Offer preparation: Prepares offers in coordination with the bid and proposal department and/or the Marketing Manager. Ensures appropriate technical and financial aspects of offers, including prices and trading conditions.
  9. Collating and understanding the Market Spread for ABB Products together with BU Sales organization developing this into Country plans.
  10. Analysis of business intelligence in terms of pricing and product needs, and share the same with all concern (country Management / BU management etc.) so as to implement the sales strategies
  11. Tracking the Competitors moves and sharing the same with all concern.
- Experience**
- B. E ( Electrical or equivalent ) Degree from a reputed university
  - At least 5 years relevant experience in sales of electrical Products
  - Proven success of Sales in locals
  - Possess good Communication, cooperation & negotiation skills
  - Understanding of customer needs, experience in customer interface.
  - Wide market knowledge and Product knowledge
  - Social, networking and stress-tolerant, cultural sensitivity, flexibility, open to traveling etc

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## CAREER OPPORTUNITY

### JOB: SERVICE ENGINEER

Typical Reporting Line: **Service Manager**  
Job Ref: J001110. Version B

**Mission Statement:** Execute Service work according to agreed work flows and in accordance with ABB standard processes and safety guidelines. Deliver excellent customer service to satisfy customers. In close co-operation with customer and other ABB teams, take actions to identify new Service business opportunities for ABB.

#### Main Accountabilities:

1. Service delivery Performs Service tasks, identifies technical problems and makes analysis through remote or on-site activity in any Service categories (installation and commissioning, maintenance, repairs, engineering and consulting, advanced services, extensions, upgrades and retrofits, end of life services, replacements, etc.).
2. Customer approach: Contributes to customer satisfaction by executing Service work according to customer order and expectation. Creates and maintains a good relationship with customers and understands their needs. Identifies new sales opportunities and communicates them internally.
3. Materials and supply Coordinates, prepares and ensures that all materials, parts and equipment are available and at the appropriate quality for Service activities.
4. Documentation and reports Prepares all documents and reports to be signed by the customer representative. Reports work done in a timely manner and follows up when needed.
5. Troubleshooting: Proactively identifies potential equipment failures and requests proactive corrective actions. Troubleshoots equipment failure and makes recommendations to avoid repeating the problem in the future.

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6. Operational excellence: Proactively identifies suggestions for product and quality improvement and communicates them further in the ABB organization. Provides recommendations to management to improve operations and customer service.
  7. Health, safety and integrity Applies safety rules and safe practices as well as environmental responsibilities. Reports unsafe practices and incidents.
  8. Offer preparation: Prepares offers in coordination with the bid and proposal department and/or the Marketing Manager. Ensures appropriate technical and financial aspects of offers, including prices and trading conditions.
  9. Collating and understanding the Market Spread for ABB Products together with BU Sales organization developing this into Country plans.
  10. Analysis of business intelligence in terms of pricing and product needs, and share the same with all concern (country Management / BU management etc.) so as to implement the sales strategies
  11. Tracking the Competitors moves and sharing the same with all concern.
- Experience**
- B. E ( Electrical or equivalent ) Degree from a reputed university
  - At least 2 years relevant experience
  - Possess good Communication, cooperation & negotiation skills
  - Understanding of customer needs, experience in customer interface.
  - Wide market knowledge and Product knowledge
  - Social, networking and stress-tolerant, cultural sensitivity, flexibility, open to traveling etc

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