

General Manager - Operations

Location: Mumbai

Profile Summary:

To lead and manage the day to day multidiscipline industrial services comprising of Inspection, Construction and Project Management Consulting being executed across various locations in India in the active business sectors comprising Oil & Gas (On-shore & off-shore), Power, Infrastructure, Renewable Energy Projects, Industrial Materials and Automobile.

Key Responsibilities

- Responsible for managing project operations – PAN India locations
- Leading and directing the HOD's on technical systems, operational procedures and control.
- Building execution capacity, resource planning and capacity utilization.
- Developing contract relationships between the company and industry customers.
- Maintaining healthy relationship with clients, statutory and regulatory authorities including accreditation and certification body.
- Responsible for business systems standardization, accreditation and certifications.
- Ensuring total compliance of internal software, systems, regulations and management directives.
- Ensuring customer satisfaction through effective handling of customer complaints.
- Performance monitoring and appraisals of the employees
- Enhancing the Employee moral by identifying and awarding key performances.
- Management of Training Programs for employees and ensuring effective participation
- Suggesting measure for process improvements and introducing innovative technical solutions to become a major player in the market.
- Reporting to the management on project performance at Project Review Meetings – this includes collating project financial performance for all product/service lines of the Company
- Remains fully accountable for project profitability and cost control of all projects – including finalizing project budgets that forms the basis of control and monitoring.
- Proactively advising on critical issues that affect and influence business decisions.
- Ensuring all projects are executed in a manner that demonstrates highest level of integrity, backed up records and documentation for verification in the future both by the Client and the Company.

Key Performance Measures

- Service planning and delivery as per project schedule
- Customer satisfaction
- Management System Compliance
- Maintenance and extension of accredited scopes
- New service/business line – execution planning and management
- Client relationship – retention of existing clients
- Timely input of technical information to Commercial/Contracts team
- Maintaining competent resources
- Resource skill development/enhancement

Qualification and Experience

- Graduate/ Post Graduate in Mechanical Engineering
- Minimum 18 years in Third Party Inspection, PMC Services Company, Construction Management, Project Execution in sectors comprising of Oil & Gas / Petrochemical/Power / Manufacturing / Infrastructure/ Engineering / Procurement/ Fabrication with sound knowledge of Cross Country Pipelines, Static & Rotating Equipment, Pressure Vessels, Off Shore Fabrication, Welding, NDT and exposure to Electrical & Instrumentation Equipment etc.
- Working knowledge of ISO 9001, ISO 17020 etc.