



**Eastern Power**  
**Distribution Company of A.P. Ltd**  
ఆంధ్ర ప్రదేశ్ తూర్పు ప్రాంత విద్యుత్ పంపిణీ సంస్థ

CORPORATE OFFICE ; P&T COLONY, SEETHAMMADHARA  
VISAKHAPATNAM – 530 013::PH.NO. 0891 - 2582101

RECRUITMENT Notification

(FOR MANAGERS – CUSTOMER SERVICE CENTER – 4 Nos.)

The APEPDCL invites applications from eligible Engineering Graduates/Diploma in Electrical Engineering for filling up of the four posts of Manager (Customer Service Centers) on contract basis.

MANAGER (CUSTOMER SERVICE CENTER) POSTS :-

BC-A	SC	OC(PH) (OH)	OC	TOTAL
W	W	W	G	
1	1	1	1	4

\* G = General ; W = Women; The above vacancies includes Backlog vacancies.

\*\* These vacancies are subject to variation and based on the necessity and availability of work.

**AGE :** Around 45 years.

**QUALIFICATIONS:** B.E/B.TECH/A.M.I.E./Electrical & Electronics Engineering or Diploma in Electrical Engineering or equivalent qualification from any recognized University in India. Note: If there is any deviation from the above qualifications, the candidate shall produce the equivalency certificate viz., Registrar of the University or Secretary of the institute for accepting his/her application.

**Remuneration :** Commensurate with experience and ability and in line with the best in the Industry.

**Experience :-**

Relevant experience in handling large group of People/Customers good communication skills in Telugu;

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**Period of Contract:** The period of contract of the post will be one year reckoned from the date of assumption of charge and the candidate shall execute an agreement with APEPDCL. Extendable upon performance and requirement.

The contract of the employment will be terminated on the last day of the contract agreement. No formal notice or order will be issued separately. The agreement will be terminated during the period of contract, on three months notice or on payment of three months salary in lieu by either side.

**Last date of submission of application: on or before 17-02-2010.**

**Duties & Responsibilities of Manager (Customer Service Center)**

**Oversee functioning of concerned CSC and hold ultimate responsibility for CSC operation, reporting to G.M (CSC)/C.O/VSP.**

**Ensure appropriate escalation of issues, to the concerned EPDCL office, and in appropriate time.**

**Ensure appropriate Customer experience during interactions with the CSC. This can include implementing process changes to ensure better Customer experience towards faster complaint resolution; proposing and implementing methods to evaluate Customer satisfaction at the CSC.**

**Review at regular intervals regarding, Performance, process and functioning of each CSC, with emphasis on numerical indicators.**

**Be the central point of contact for all Management interactions, with the CSC.**

**Ensure appropriate availability of infrastructure requirement at the CSC.**

**Follow up on Standards of Performance (SoP) compliance**

**CGM/HRD**

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