



Position Description – Electrical Engineering Manager

Reports to:

Managing Director

Purpose of the Role:

Responsible for managing the engineering requirements of the business as well as being responsible for the Sales and Gross Profit performance for the business. This position works closely with the Production Manager as well as the Sales Reception and the Manufacturing Manager. These positions all report to the Electrical Engineering Manager.

Key performance indicators for this position are achieving monthly sales and profitability targets, holding employees accountable, customer service levels, quality control, safety and productivity.

This position also has the highest level of electrical engineering knowledge for Star Delta Transformers. As the highest level of technical responsibility this position is also responsible for ensuring that there is a solid technical foundation for all design processes and documentation, and that employees have the necessary technical knowledge to perform their jobs.

Key Responsibilities:

- Maintains an overview of manufacturing operations and systems
- Assists customers (especially high end) with quotes and questions
- Assists others in preparing quotes
- Conducts monthly accountability reviews with Manufacturing, Production and Sales Engineer.
- Checks that quality, safety and productivity systems are giving the desired result by document auditing
- Completes monthly housekeeping inspection with Manufacturing Manager
- Maintains a calibration system for all testing equipment
- Visits prospective and existing customers and service visits or problem-solving visits
- Produces a short monthly report showing the action items needed for the next month
- Completes a quarterly review of the business performance and action items with the Managing Director
- Completes requests for capital expenditure or additional human resource requirements
- Ensures that special testing schedules are maintained (Exelectronics, AMP Control)
- Determines priority jobs with Manufacturing to ensure customer targets and expectations are met
- Maintains an organised office area
- Ensures manufacturing drawings are updated as units are manufactured and that this results in the design records being updated
- Audits the invoice records to assess the performance of the Manufacturing Manager and Sales Engineer persons

Experience & Knowledge Requirements:

- Electrical Engineering 4 year Degree level.
- 10 years industrial experience which includes practical application of Electrical Engineering principals
- Ability to research and carry out various complex calculations and assessments of Electrical phenome in relation to transformers

- **Goals**

- 1. Productivity
- To ensure that the manufacturing and office functions of the business operate efficiently and productively. This includes checking that Star Delta has the proper level of resources for the workload.

- **Key activities**

- Measurement of manufacturing productivity.
- Efficiency improvements for the office functions.

- **Measurements**

- Quarterly financial reporting with a GP of 50% or better.

- 2. Technical Expertise

- Ensure that employees have on going training to improve their level of technical ability. This is to ensure that the quality of manufactured productions is high as well the level of technical service provided to customers.

- **Key activities**

- On the job trainings for Jaideep in the design of 1 & 3ph transformers
- Training sessions for manufacturing and office employees

- **How measured**

- Jaideep able to complete 80% of designs received
- Completion of 1 training session per month
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- 3. Customer Service

- To ensure the business provides high quality customer service and customer satisfaction leading to retention of profitable customers.

- **Key activities**

- Improving and maintaining systems to support a high quality customer service experience.
- Conduct a customer feedback survey based on recent quote or sale.

- **How measured**

- Results from the customer feedback survey.

- 4. Sales/Marketing

- Assist with promoting Star Delta Transformers as a premium supplier of dry type transformers.

- **Key activities**

- Carry out Marketing Programs such as letter mail outs, marketing gifts, phone customer surveys for feedback.

- **How measured**

- Results of customer survey report.

- 5. People Management

- Foster a team environment where individuals can perform to their best and utilise others to help in areas they are weak.
- Clear communication of goals and objectives for employees.

- **Key activities**

- Provide timely and accurate feedback to employees on positive and negative performance.

- **How measured**

- Feedback from other co-workers