



AMITY TECHNICAL PLACEMENT CENTRE

DELHI | GR. NOIDA | GURUGRAM | GWALIOR | JAIPUR | LUCKNOW | NOIDA
MUMBAI | RAIPUR | RANCHI | KOLKATA | PATNA

DTDC Express Limited

Virtual Campus Recruitment - 2021 Passing Out Batch

Only for Students of Amity Education Group

Last Date to Register – 7th December 2020 by 6 PM

Company	DTDC Express Limited
Website	https://www.dtdc.in/
Batch	2021 Passing Out Batch
Joining from	January 2021
Date of Campus	Will be informed later
Eligible Degrees	B.Tech
Eligible Branches	All Branches except CS & IT (Electronics, Electricals, Mechanical, Civil, Biotech)
Eligibility Criteria	<ul style="list-style-type: none">Freshers, only above 60% in 10th, 12th & Graduation (if applicable) should apply with no current backlogs.Only for the students whose hometown is in eastern region.During campus hiring, please ask them to use Gmail IDs for the hangout platform so that their full names, roll numbers, and formal pictures should be visible to all assessors over the shared screen (same should be mention in the below excel list). Also, during all rounds, the video mode is to be kept on.Also, make sure only Freshers should apply (no prior experience required in case of Post Grad or Diploma).Students should be ready to join us in January (Full time, 6 days a week, 9:30 a.m. to 6 p.m.)The training program is for 15 months. Initial 2 - 3 months will be class room training, post which they will be deployed anywhere Pan India for on job training and projects as per Management decision and current requirements.
Job Title	<ul style="list-style-type: none">Assistant Branch ManagerChannel Management ExecutiveHub Gateway Team Leader <p>Job role and location will be assigned by DTDC, on the basis of performance during training and business requirements, Pan India.</p>
Location	Initial Classroom Training (Initial 2 months) - Delhi, Mumbai, Kolkata & Bangalore Post 2 months, On job Training Deployment – Pan India

Salary Package (CTC)	INR 4.2 LPA
Roles & Responsibilities	<p>Roles & Responsibility Assistant Branch Manager</p> <p>The role is responsible for overseeing & managing complete branch activities including delivery/pick-up of consignments on a daily basis. Branch manager further drives sales growth & cash on delivery remittances in their region ensuring profitability for their respective branches.</p> <p>KEY RESPONSIBILITIES</p> <p>FINANCIAL</p> <ul style="list-style-type: none"> • Monitor overall cost of operations and evaluate means to optimize costs at the Branch level • Ensures revenue growth of the Branch by driving the Sales in their area. • Review collection of Cash on Delivery consignments on a regular basis and bridge gaps if any <p>TACTICAL</p> <ul style="list-style-type: none"> • Understand the market forces, dynamics and focus on improving branch performance • Interact closely with the customers and the CSS departments to resolve issues / escalations <p>OPERATIONAL</p> <ul style="list-style-type: none"> • Monitors delivery of all consignments, including e-commerce parcels in their respective areas. • Monitor total operations (both incoming & outgoing), including Customer relationship management, cash booking, pick-up and all other activities that are to be undertaken in the branch • Monitor the updates of all activities on various online tracking platforms (proof of delivery, 100% status code update on FDM/BDM, 100% in scan update) on a real time basis for every delivery/pickup • Ensure special care for international/priority consignments with appropriate checks & TAT compliance • Ensure quick delivery of load from airport hub to branch / apex location by the team • Monitor CRM issues & interacts with customers to update / close pending • tickets on a daily basis • Monitor the pick-up portal and arrange pick-up on same day and update on system • Ensure same day delivery of e-com shipments & deposit of Cash on Delivery amounts. • Oversee the loading of consignments and proper staging for better unloading along the route • Responsible for overall first and last mile activity on ground, portal pick-ups, connecting load to Hubs as per TAT and direct connection to airports • Monitor both inbound and outbound vehicle operations

- Monitors proper packing of consignments, DEPS & quality control for the respective branch region

PEOPLE

- Maintain good working relationship with HR, finance & administration departments
- Interact with all team members on a regular basis to ensure high level of motivation & drive
- Engage with all team members on their performance feedback & development on an ongoing basis

Channel Management Executive

CME role is responsible for network expansion, driving revenue generation activities, revenue collection, networking with potential channel partners and franchisees, ensuring company compliance by franchisees, and carrying out various channel administration activities.

KEY RESPONSIBILITIES

FINANCIAL

- Ensures revenue growth through Channel Partners in their designated area
- Review revenue collection through digitized activities and ensure consistent revenue collection flow

TACTICAL

- Understand the market forces, dynamics and focus on network expansion to improve business sales
- Generating business by liaising with potential clients and customers to maintain a healthy business relationship

OPERATIONAL

- Carrying out revenue oriented activities by visiting clients and channel partners on a regular basis
- Introducing incentives to improve operations and channel partner performance
- Responsible for identifying non-serviceable areas or areas for appointing new franchisee partners
- Reviewing channel partner sales based on varied parameters & drive sales through various channels
- Handling operational activities for channel partners
- Ensuring that the franchisee activities and work is as per company policy and providing necessary SOP training wherever needed
- Ensure Channel partners adopt to digitized interventions/activities smoothly
- Monitoring online booking activities and online DRS, and updating records pertaining to the same

- Responsible for carrying our franchisee and customer visits on a regular basis & provide necessary advice on driving sales increase.
- Drive various sales campaigns in Channel Partners as per Corporate designed Channel Sales strategy
- Holding meeting and review sessions with franchisees

PEOPLE

- Interact with all Franchisee partners on a regular basis to ensure high level of motivation & drive
- Provide continuous training about policies, processes, development awareness to channel partners
- Maintain good working relationship with Franchisee Partners & Branch operations departments

Hub Gateway Team Leader

The role is responsible for ensuring all hub / gateway operations across respective regions along with overseeing activities pertaining to inbound and outbound hub activities. Additionally, the role is also responsible for ensuring that teams work closely with other branch managers, vendors & franchisees to ensure efficient operations, billing & service especially with respect to hub / gateway management.

KEY RESPONSIBILITIES

TACTICAL

- Ensure that all activities pertaining to inbound hub & PEP operations are completed as per timelines
- Review MIS/dashboards/inventory reports & work with relevant stakeholders, including customers & leadership to resolve open issues. Ensure continuous support to CRM team for direct party clients

OPERATIONAL

- Monitor all hub / gateway operations for the designated region
- Oversee regular audits of hub/gateway operation viz.-a-viz. set SOPs & ensure support to custom audits
- Monitor ongoing vendor management activities including route planning and other services pertaining to hub / gateway operations as per vendor contracts
- Address critical customer queries / complaints on an ongoing basis and provide resolution as per TAT
- Review billing and payment reports on a daily basis and bridge gaps if any
- Monitor preparation of Delivery/pickup run sheet, loading / unloading of route vehicle, paperwork etc.
- Oversee regular quality checks of both inbound & outbound shipment and take necessary actions
- Ensure that team works closely with gateway air & surface teams, airport operations teams and E-way bill teams to achieve efficient delivery and service levels

	<ul style="list-style-type: none"> • Resolve various issues through effective communication with loaders on a daily basis • Ensure hundred per cent closure of all the cargos / shipments booked on the same day • Ensure that team works closely with franchisee partners to address all billing & accounting related issues • Ensure timely booking and continuous follow-up through calls, flash mails etc. regarding delivery of consignments as per pre-determined TAT • Ensure that team works closely with DEPS & reverse pick-up teams to ensure timely closure of DEPS and all reverse pick-ups • Monitor coordination with pan-India branches for export load <p>PEOPLE</p> <ul style="list-style-type: none"> • Ensure coordination with concerned teams to ensure best line haul and service levels at hub / gateway • Provide training to franchisee partners for quality booking & provide support for generating E-Way bill • Interact with all team members on a regular basis to ensure high level of motivation & drive • Engage with all team members on their performance feedback & development on an ongoing basis •
Skills Required	<p>Assistant Branch Manager</p> <ul style="list-style-type: none"> • Attention to deliver and adhere to timelines • Ability to inspire confidence and create trust • Ability to manage client / customer expectations • Knowledge of courier & logistics operations • Ability to take decisions with the best available data • Excellent interpersonal and communication skills <p>Channel Management Executive</p> <ul style="list-style-type: none"> • Ability to manage client relationships & expectations • Knowledge of market dynamics in courier, transportation and logistics industry • Interpersonal Sensitivity • Proven negotiation skills • Ability to inspire confidence and create trust • Excellent Interpersonal and communication skills <p>Hub Gateway Team Leader</p> <ul style="list-style-type: none"> • Ability to manage client / customer expectations • Knowledge of courier & logistics operations • Attention to deliver and adhere to timelines • Ability to take decisions with the best available data • Ability to inspire confidence and create trust • Excellent interpersonal and communication skills

How to Apply?

All interested and Eligible students need to apply on the link below -

https://forms.office.com/Pages/ResponsePage.aspx?id=dqBGjZPQbUGle4aSizeE7-MzUkXuq8TjMhG567zDqnIFUOFdOM0NOTDROR0FLQkFVUVBMRU9TM1M1Ti4_u

Last Date to Apply : 07/12/2020 till 6:00 PM

My Best Wishes are with you!

Prof (Dr.) Ajay Rana

Ph.D (CSE) & M.Tech (CSE) - **Two Time Gold Medalist**
SMIAENG, SMIACSIT, LMISTE, LMPF, LMCSI & MIET (UK)

Senior Vice President – Amity Education Group

Dean – Industry & Academia Alliance

Advisor – Amity Education Group

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