



# Balmer Lawrie & Co. Ltd.

[A Government of India Enterprise]

NEEDS PROFESSIONALS

in

**SBU: TRAVEL & VACATIONS**

Ref No. : BL/Rect/T&V/FTC/Vacations/01

Date: 16<sup>th</sup> February, 2019

## THE COMPANY

Balmer Lawrie, a public sector company under the Ministry of Petroleum & Natural Gas, is a professionally managed, multi-location, diversified conglomerate having presence in manufacturing as well as service sectors, with a consistent track record of growth and profitability. High standards of customer service, innovative outlook and dedicated human resources have enabled the organization to achieve leadership position in many of its businesses.

## PRODUCTS AND SERVICES

The Company operates in various business segments through Strategic Business Units [SBUs] and Joint Venture Companies [JVCs]. It is the market leader in Steel Barrel, Industrial Greases & Specialty Lubricants, Tours & Travel and Logistics Services. It also has significant presence in most of the other businesses it operates, namely, Leather Chemicals, Logistics Infrastructure, Refinery & Oil Field Services [ROFS] etc.

## OPENING

The SBU Travel & Vacations is a major SBU of the Company & its team consists of handpicked professionals from the industry. The combined wealth of experience of the team tops more than 300 years in the Holiday Business. The Company has ambitious growth plans for the SBU. In pursuance of these objectives, the SBU seeks to bring on board professionals with dynamism, initiative and an innovative approach to business. The current opening is on 3 year fixed term contract and the details of the position are as given below:-

S. No.	Position	Grade	No. of Positions	Location	Max. Age (in Years)	Minimum Qualification	Minimum Post Qualification Relevant Experience (in Years)	Job Description
1	Chief Manager/ Associate Vice President (Sales) - MICE	FTE5/ FTE6	1	Mumbai	FTE5 - 45 years FTE6 - 50 years	1. MTM or Equivalent/ MBA/ Graduate Engineer 2. Graduate may also be considered	FTE5 - 9 years for MTM or Equivalent/ MBA/ Graduate Engineer; 12 years for Graduates FTE6 - 12 years for MTM or Equivalent/ MBA/ Graduate Engineer; 15 years for Graduates	<ul style="list-style-type: none"><li>• Meets both Revenue Target &amp; contribution target assigned to him/her from Govt / PSU / Private clients</li><li>• Qualifying leads from digital campaigns, conferences, references, tradeshows &amp; prospect by telephone cold calling to establish new business</li><li>• Developing quotes and proposals</li><li>• Attending conferences, meetings and industry events &amp; Interaction with Government/ PSU/ Private Clients</li><li>• Building and maintaining business relationship with current and potential clients and all related associates</li><li>• To be abreast with the latest happenings in the MICE business segment</li><li>• Issuing operational documents including billing &amp; Prepare MIS reports</li><li>• Timely invoicing and collection</li></ul>

S. No.	Position	Grade	No. of Positions	Location	Max. Age (in Years)	Minimum Qualification	Minimum Post Qualification Relevant Experience (in Years)	Job Description
2	Regional Sales Head - East	FTE5/ FTE6	1	Kolkata	FTE5 - 45 years FTE6 - 50 years	1. MTM or Equivalent/ MBA/ Graduate Engineer 2. Graduate may also be considered	FTE5 - 9 years for MTM or Equivalent/ MBA/ Graduate Engineer; 12 years for Graduates FTE6 - 12 years for MTM or Equivalent/ MBA/ Graduate Engineer; 15 years for Graduates	<p>The incumbent will be responsible for managing sales of the Vacations vertical in the Eastern region and will be responsible for overseeing the operational performance of the Branches vis-à-vis Sales, Sales Realization, Collection etc. S/he will be responsible for establishing BL as a prime player in the regional market by playing a leading role in acquiring adequate market share and ensuring required top and bottom line growth. The responsibilities will also include identifying critical deviation from plan and proactively initiating corrective actions along with extensive coordination between branches and the operations team to ensure achievement of Annual Business Plan. The key duties and responsibilities will be as given below:-</p> <ul style="list-style-type: none"> <li>• Planning and implementing winning strategies for the regional market in line with the overall growth strategy for the business. Develop operational performance target for the Vacations vertical, obtain necessary approval for the same and lead the team in achieving the Annual Business Plan, ensuring adherence to budgetary and policy sanctions.</li> <li>• Planning and managing over all P&amp;L of eastern region. Planning and delivering budget for the region. To achieve MoU objective as assigned and overall top-line and bottom-line target at regional level, along with physical and budgetary parameter in relation to sales and collection. Continuously review financial performance of the business to ensure sales, realization, collection and profit figures are in alignment to business plan, proactively initiate corrective actions as and when needed, keep the vertical head apprised on such matter and seek his assistance and involvement as and when required.</li> <li>• Improving regional market share and driving top line growth for the region while meeting the bottom line targets/guideline as well.</li> <li>• Planning and building effective distribution channel by establishing performing TA, PPA and Franchisee network. Leverage contacts and business network to put in place the alliances and preferred partner networks, plan and develop sales distribution channels and effective management of the same.</li> <li>• Overall management and delivery of FIT operations for the region basis guidelines given by the Products &amp; Operations team. Co-ordinate with the product development team and provide inputs for developing a bouquet of over-the-counter (OTC) products as well as boutique packages to ensure that the business has an offering for target segments/destinations for outbound and domestic tours. Work with the product development team to ensure that pricing on products are done effectively taking into consideration competition and cost perspectives.</li> <li>• Ensure that customer delight for the region and that the overall customer's buying experience is exemplary</li> <li>• Planning and front ending regular customer engagement initiatives and overall customer management for the region.</li> <li>• Retaining existing customers (repeat sales) and expanding new customer base by way of securing new business through referrals.</li> <li>• Opening doors with new Corporate clients for MICE business. Supporting MICE team in closing big ticket MICE deals for the business.</li> <li>• Acting as a conduit between the regional market and operations and marketing. Supporting operations and marketing function of the business with information and understanding w.r.t rapidly changing competitive landscape, customer needs, preferences and buying behavior etc. Bringing consumer and the market closest to the other critical business functions.</li> <li>• Supporting operations in delivering best in class products to customers.</li> <li>• Supporting marketing in delivering effective market campaign for the region.</li> <li>• Identify areas where process standardization and benchmarking will help improve operational performance. Explore areas where the Travel and Vacations businesses can mutually benefit by leveraging cross linkages.</li> <li>• Building and managing a winning sales team for the region - Continuously plan, guide, mentor, inspire and motivate. Build regional sales leadership pipeline.</li> <li>• Recommending on and implementing business transformation, process improvement &amp; change management initiatives and various policy related matters - Be a part of the overall business leadership team and contribute towards the overall transformation, development and management of the business vertical.</li> </ul>

S. No.	Position	Grade	No. of Positions	Location	Max. Age (in Years)	Minimum Qualification	Minimum Post Qualification Relevant Experience (in Years)	Job Description
3	Sr. / Chief Manager - Sales (MICE, West)	FTE4/ FTE5	1	Mumbai	FTE4 - 40 years FTE5 - 45 years	1. MTM or Equivalent/ MBA/ Graduate Engineer 2. Graduate may also be considered	FTE4 - 7 years for MTM or Equivalent/ MBA/ Graduate Engineer; 10 years for Graduates FTE5 - 9 years for MTM or Equivalent/ MBA/ Graduate Engineer; 12 years for Graduates	<ul style="list-style-type: none"> <li>Meets both Revenue Target &amp; contribution target assigned to him/her from Govt. / PSU / Private clients</li> <li>Qualifying leads from digital campaigns, conferences, references, tradeshows &amp; prospect by telephone cold calling to establish new business</li> <li>Developing quotes and proposals</li> <li>Attending conferences, meetings and industry events &amp; Interaction with Government/ PSU/ Private Clients</li> <li>Building and maintaining business relationship with current and potential clients and all related associates</li> <li>To be abreast with the latest happenings in the MICE business segment</li> <li>Issuing operational documents including billing &amp; Prepare MIS reports</li> <li>Timely invoicing and collection</li> </ul>
4	Sr./Chief Manager - Retail Sales (Vacations)	FTE4/ FTE5	1	Chennai	FTE4 - 40 years FTE5 - 45 years	1. MTM or Equivalent/ MBA/ Graduate Engineer 2. Graduate may also be considered	FTE4 - 7 years for MTM or Equivalent/ MBA/ Graduate Engineer; 10 years for Graduates FTE5 - 9 years for MTM or Equivalent/ MBA/ Graduate Engineer; 12 years for Graduates	<ul style="list-style-type: none"> <li>Meets both Revenue Target &amp; contribution target assigned to Franchisee</li> <li>Sells through partner organizations to end users in coordination with partner sales resources</li> <li>Proactively assesses, clarifies and validates Partner needs on an ongoing basis as per company policy</li> <li>Ensure Partner compliance with Partner agreements</li> <li>Establishes productive, professional relationships with key personnel in assigned partner accounts</li> </ul>
5	Deputy Manager / Manager - Channel Sales	FTE2/ FTE3	1	Bengaluru	FTE2 - 32 years FTE3 - 37 years	1. MTM or Equivalent/ MBA/ Graduate Engineer 2. Graduate may also be considered	FTE2 - 3 years for MTM or Equivalent/ MBA/ Graduate Engineer; 6 years for Graduates FTE3 - 5 years for MTM or Equivalent/ MBA/ Graduate Engineer; 8 years for Graduates	<ul style="list-style-type: none"> <li>To visit preferred Partner Agents &amp; Travel Agents on regular basis - to follow up to maximise sales conversion</li> <li>Meets both Revenue Target &amp; contribution target assigned to him/ her</li> <li>Scouting in the market for appointing New Preferred Partners</li> <li>Proactively assess, clarify and validate Partner needs on an ongoing basis as per company policy</li> <li>Ensure Partner compliance with Partner agreements</li> <li>Analysis Partner wise sales &amp; performance - identify new business opportunities &amp; threats</li> <li>Timely invoicing and collection</li> </ul>

S. No.	Position	Grade	No. of Positions	Location	Max. Age (in Years)	Minimum Qualification	Minimum Post Qualification Relevant Experience (in Years)	Job Description
6	Co-ordinator/ Senior Co-ordinator - Leisure	FT01/ FT02	1	Delhi	FT01 - 25 years FT02 - 30 years	Bachelor Degree (10+2+3)	FT01 - Fresher FT02 - 1 year	<ul style="list-style-type: none"> <li>• End to end customer management - Act as face of the Company to our retail customers and create WOW customer experience</li> <li>• Meets both Revenue Target &amp; Contribution target assigned to him/ her from Direct clients</li> <li>• Customer service skills - conversion of queries &amp; accuracy in quotes</li> <li>• Complying with all extant policies / norms of the company / applicable statutory regulations</li> <li>• Timely completion of all travel formalities of all the booked clients and in-time collection of the payments whereby ensuring complaint free service to the customers</li> <li>• Track activities of competition in his/ her area of control and proactively initiate counter measures to retain or better market performance</li> <li>• Help subordinates to be more self-reliable, efficient, disciplined and motivated for their development.</li> <li>• Ensure training of staff at regular intervals to ensure that they are competent with product knowledge &amp; selling skills.</li> </ul>

Note:

1. The cut-off date for post qualification relevant experience & maximum age is 26.02.2019. All candidates who are eligible as on the cut-off date may apply.
2. Maximum age is relaxable by 5 years subject to candidate meeting the other qualifying criteria i.e. Minimum Qualification & Minimum years of post-qualification relevant Experience. However, no candidate beyond 58 years if age shall be engaged.

### **COMPENSATION**

Selected candidates will be placed on One year fixed term contract. Compensation will be linked to qualification and experience and shall be as per the industry standards.

### **HOW TO APPLY**

1. Pls. apply through the e-recruitment portal. To apply through the portal you need to first register. You can register using the following link: [https://careers.balmerlawrie.com/sap/bc/webdynpro/sap/hrrcf\\_a\\_candidate\\_registration?sap-client=100#](https://careers.balmerlawrie.com/sap/bc/webdynpro/sap/hrrcf_a_candidate_registration?sap-client=100#).
2. After creation of your profile, pls. ensure that you apply against the appropriate position by going to the “Employment Opportunities” tab. Only creation of profile does not ensure consideration of your candidature for a job.
3. In case of any difficulty, please send your feedback by clicking on the “Feedback” link or mail to [careers.ve@balmerlawrie.com](mailto:careers.ve@balmerlawrie.com).
4. Online submission of application is permitted on the website <http://www.balmerlawrie.com/pages/currentopening> between 0000 hours on **16.02.2019** till 2359 hours on **26.02.2019**.
5. Please read The Other General Conditions before applying for the positions.

### **Other General Terms & Conditions:**

1. Before applying for the post, candidates should ensure that he/she fulfills the MINIMUM ELIGIBILITY and other criteria mentioned in this advertisement. BALMER LAWRIE & CO. LTD. being the Appointing Authority would be free to reject any application at any stage of the recruitment process, if the candidate is found ineligible for the post for which he/she has applied. No correspondence shall be entertained in this regard.

2. Incomplete applications received after the due date ARE LIABLE FOR BEING REJECTED SUMMARILY.
3. Request for change of Mailing address / Email / category / posts as mentioned in the application will not be entertained.
4. All the details given in the online application form will be treated as final and no changes will be entertained.
5. The prescribed qualification / experience are the minimum and mere possession of the same does not entitle a candidate for shortlisting and or final selection. Candidates will be shortlisted based on the relevance and quality of experience vis-à-vis the requirements of the advertised role. The Company's decision shall be final in this regard.
6. The job description mentioned is only indicative. It may change based on the requirement of the Company and discretion of the management.
7. Only short listed candidates who are found prima facie eligible based on the details given in the application form will be called for the written test and / or personal interview as the case may be.
8. Candidature of the candidate is liable to be rejected at any stage of the recruitment process or after recruitment or joining, if any information provided by the candidate is found to be misleading or is not found in conformity with eligibility criteria mentioned in the advertisement.
9. The Company reserves the right to fill or not to fill all or any of the advertised positions without assigning any reason whatsoever.
10. The Company reserves the right to shortlist candidates depending upon the number of vacancies and application received, etc., and also to decide the modalities for recruitment whether through Interview / Written Test/ Group Discussion or all of these and the venue/schedule thereof.
11. The Company reserves the right to offer the position in appropriate lower Grade & Salary.
12. Any canvassing directly or indirectly by the applicant will disqualify his/her candidature.
13. The Candidates should correctly enter the Start Date & End Date in DD.MM.YYYY FORMAT for work experience details as the same shall be reckoned for checking eligibility against Post Qualification relevant Experience. If any data not entered or incorrectly entered, the application shall be rejected without any correspondence with the candidate.
14. Any canvassing directly or indirectly by the applicant will disqualify his/her candidature. Any dispute with regard to recruitment against this advertisement will be settled within the jurisdiction of appropriate Court only.
15. The applicant must provide his/her correct and updated email id & mobile number. Please note that the intimation for interview, if shortlisted, will be sent through email only. Balmer Lawrie shall not be responsible for any loss of email/communication letter sent, due to invalid/wrong email id/wrong postal address/postal delays/loss in transit etc. No request in this regard will be entertained.
16. The number of vacancies is indicative. The Company reserves the right to increase or decrease the number of vacancies purely on need basis at any point of time during recruitment process.
17. The Company reserves the right to fill or not to fill all or any of the advertised positions without assigning any reason whatsoever.
18. In case it is found at any stage that the candidate is not meeting the requirements as laid down in the advertisement, his/her candidature may be cancelled.
19. At any stage of this recruitment process including after recruitment or joining, in case it is found that the candidate has indulged in any of the following or similar activity, the said applicant shall be liable to be disqualified, prosecuted and debarred for all appointments in BALMER LAWRIE & CO LTD and his/her application / appointment shall be rejected with no reimbursement of travel fare or in case of detection after appointment, his/ her services will be summarily terminated:

- a. Has submitted misleading information or false documents
- b. Has suppressed any relevant material fact(s)
- c. Has submitted information not in conformity with the eligibility criteria mentioned in the advertisement
- d. Has resorted to unfair means during the Written Test /Recruitment process
- e. Is found guilty of impersonation
- f. Has created disturbance affecting the smooth conduct of the Selection Process at the centre/ venue for the process selected by the Company or at any other stage
- g. Has uploaded non-human or irrelevant photograph.

BALMER LAWRIE & CO LTD shall not entertain any correspondence from such candidates.

20. The Location/ Place of posting mentioned are indicative, selected candidate shall be required to work in any location in India or outside the Country including assignments to Company's Joint Ventures/ Associates.
21. Outstation candidates called for interview will be reimbursed travel expenses as per the rules of the Company.
22. Any communication as regards extension of last date of application shall be published on the Company's website only.
23. Any information or communication with regard to the advertisement related to the position or changes in the minimum requirements, terms & conditions, extension of last date of application, cancellation of the advertisement etc. shall be published on the Company's website only. So the candidates must check the Company's website for updated details.
24. The application process will be closed at 11:59 pm on the last date for submission of applications.
25. No Correspondence shall be entertained by the Company with regard to recruitment.
26. Please note that no applications sent directly over email or telephone will be entertained. Interested applicants have to necessarily apply online on our website for the position. APPLICATIONS NOT RECEIVED THROUGH OUR WEBSITE SHALL NOT BE CONSIDERED.
27. Any query with regard to the application process may be sought by putting a feedback in the <http://balmerlawrie.com/feedback> link.
28. The court of jurisdiction for any dispute will be at Kolkata.

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