

# Facility Supervisor

The Facility Supervisor taking care of Controlling the Technician to Service the Customer problems in time. The individual at work is responsible for supervising technician engaged in installation and maintenance of AC, refrigerator at customer's premises of home and Industry environment. The individual undertakes customer care, inventory control and manpower management.



## Applicable National Occupational Standards (NOS)

1. Install the air conditioner
2. Repair dysfunctional air conditioner
3. Install the refrigerator
4. Supervise Field Service Technician

### 1. Install the air conditioner

This OS unit is about installing the newly purchased air conditioner at customer's location and make it ready to use

#### ***This unit/ task covers the following:***

- Undertake pre-installation site visit
- Remove packaging and check accessories

Place the air conditioner at identified location

Check air conditioner's functioning

Complete the documentation

Interact with supervisor or superior

Achieve productivity and quality as per company's norms

### 2. Repair dysfunctional air conditioner

This OS unit is about understanding the customer's complaints, identifying the fault and fixing the air conditioner

***This unit/ task covers the following:***

- Understand the symptoms in the air-conditioner and identify the fault
- Replace dysfunctional module in the air conditioner unit
- Confirm functionality of the repaired unit
- Achieve productivity and quality as per company's norms

**3. Install the refrigerator**

This OS unit is about installing the newly purchased refrigerator at customer's location and make it ready to use:

***This unit/ task covers the following:***

- Remove packaging and check accessories
- Place the appliance to appropriate location
- Check refrigerator's functioning
- Complete documentation
- Interact with superior
- Achieve productivity and quality as per company's standards

**4. Supervise Field Service Technician**

This unit is about supervising the on field services of electronic equipment at customer premises and managing the field service technicians. It also includes planning the resources to attend service calls and supervising the performance of technicians in the field.

***This unit/ task covers the following:***

- Understand and plan as per the work requirement
- Describe the work requirement to field technicians
- Manage the field technicians
- Ensure customer satisfaction on field service
- Coordinate with other departments Document and report service call details Achieve productivity targets set by the company

**Performance Criteria**

- Undertaking preinstallation site visit
- Removing packaging and checking accessories Placing the air conditioner
- Checking functioning
- Completing documentation

Achieving productivity and quality Interacting with supervisor or superior Understanding symptoms and identifying fault

Replacing dysfunctional module in air conditioner

Confirming functionality of repaired unit Achieving productivity and quality

Placing refrigerator at appropriate location Checking refrigerator's functioning

**Knowledge and Understanding**

- A. Organizational Context
- B. Technical Knowledge

**Skills**

- A. Core Skills/ Generic Skills
  - Reading and writing skills
  - Teamwork and multitasking
- B. Professional Skills
  - Air conditioner operation
  - Using tools and machines
  - Reflective thinking
  - Critical thinking

The following acronyms/codes have been used in the nomenclature above:

Sub Sector	Range of Occupation numbers
Passive Components	01 - 10
Semiconductors	11 - 20
PCB Manufacturing	21 - 30
Consumer Electronics	31 - 40
IT Hardware	41 - 50
PCB Assembly	51 - 55
Solar Electronics	56 - 60
Strategic Electronics	61 - 65
Automotive Electronics	66 - 70
Industrial Electronics	71 - 75
Medical Electronics	76 - 80
Communication Electronics	81 - 85
PCB Design	86 - 90
LED	91 - 95

**Tools and Equipments**

1. Battery Charger
2. Hand Tools
3. Multi meter
4. Volt meter
5. Soldering Iron

