

JOB DESCRIPTION: CLUSTER HEAD

ROLE OVERVIEW:

The Cluster Head will be responsible for overseeing complete operational, technical, and administrative management. Candidates must ensure seamless functioning of MRI activities, billing accuracy, field team performance, and compliance.

KEY RESPONSIBILITIES:

1. Operational Management:
 - Lead and oversee DISCOM MRI activities across multiple clusters.
 - Ensure 100% compliance with UPPCL DISCOM guidelines and operational SOPs.
 - Monitor and audit MRI quality, data accuracy, and field execution.
 - Manage and resolve operational escalations from DISCOM officials.
2. Cluster Billing Oversight:
 - Ensure timely and accurate billing activities across all assigned clusters.
 - Conduct periodic validation of billing data and rectify discrepancies.
 - Implement process improvements to enhance billing efficiency and accuracy.
3. Team & Field Leadership:
 - Supervise, train, and guide field teams, meter readers, and MRI operators.
 - Set KPIs and performance standards for teams.
 - Conduct monthly cluster performance reviews and corrective actions.
4. Stakeholder & DISCOM Coordination:
 - Act as the primary point of contact for UPPCL DISCOM officers.
 - Collaborate with internal cross-functional teams including IT, Audit, Operations.
 - Participate in meetings, inspections, and compliance reviews.
5. Reporting & Documentation:
 - Prepare daily, weekly, and monthly MIS reports.
 - Ensure data accuracy with robust documentation and version tracking.

MINIMUM REQUIREMENTS:

- Education: B.Tech in Electrical Engineering (mandatory)
- Experience: Minimum 10 years in:
 - DISCOM MRI handling (UPPCL DISCOM)
 - Cluster billing operations
 - Managing large field operations & multi-location teams
- Technical Skills:
 - Advanced Excel (including dashboards, pivot tables, VLOOKUP, automation)
 - PowerPoint presentations for reporting
 - Basic knowledge of meter technologies, MRI tools, and billing software
- Other Requirements:
 - Extensive travel within zones/clusters
 - Strong leadership, communication & analytical skills
 - Coordination ability with GM – Operations and senior management

CANDIDATE SUITABILITY:

- Must have strong understanding of UPPCL DISCOM working environment.
- Must have experience handling high-volume MRI and billing operations.
- Only candidates with relevant experience and qualification should apply.

HASHTAGS:

#Hiring #ClusterHead #ElectricalEngineer #DISCOMMRI #UPPCL #ClusterBilling #OperationsLeadership #