

JOB DESCRIPTION: ZONAL MANAGER

ROLE OVERVIEW:

The Zonal Manager will manage and monitor zoning-level operations related to DISCOM MRI processes and

KEY RESPONSIBILITIES:

1. Operational Oversight:

- Oversee MRI execution across all clusters within the assigned zone.
- Ensure adherence to UPPCL operational directives, timelines, and quality standards.
- Conduct field assessments to ensure proper execution of MRI activities.

2. Cluster Billing Management:

- Monitor and validate billing accuracy for all clusters.
- Support Cluster Leads in resolving billing errors, mismatches, and data gaps.
- Work with IT/operations teams to streamline billing workflows.

3. Team Coordination & Performance Monitoring:

- Manage zone-level field teams, MRI staff, and cluster operations personnel.
- Track performance metrics and ensure SLA and KPI compliance.
- Arrange regular training, review meetings, and field supervision visits.

4. Stakeholder Coordination:

- Act as zonal representative for all interactions with UPPCL DISCOM officials.
- Support GM – Operations with escalations, planning, and reporting.
- Maintain strong working relationships with cluster heads and field staff.

5. Reporting & Documentation:

- Prepare daily and weekly performance trackers.
- Submit MIS reports covering MRI progress, billing status, and compliance.
- Maintain process documentation, operational logs, and data audit records.

MINIMUM REQUIREMENTS:

- Education: B.Tech in Electrical Engineering (mandatory)
- Experience: Minimum 7 years in:
 - DISCOM MRI operations (UPPCL DISCOM)
 - Cluster billing workflows
 - Team supervision and field-level coordination
- Technical Skills:
 - Advanced Excel (pivot tables, data analysis, reporting)
 - PowerPoint presentation drafting
 - Understanding of MRI tools, meter technologies, and billing systems
- Other Requirements:
 - Must be open to extensive travel across assigned zones
 - Strong communication, analytical, and problem-solving abilities

CANDIDATE SUITABILITY:

- Should have prior experience working with UPPCL DISCOM.
- Must be capable of managing multiple clusters and field teams simultaneously.
- Only candidates meeting mandatory experience and qualifications should apply.

HASHTAGS:

#Hiring #ZonalManager #ElectricalEngineer #UPPCL #DISCOMMRI #ClusterBilling #OperationsManagement