

DEPUTY MANAGER (RETAIL BUSINESS DIVISION OPERATIONS)

Reference Code : HLL/HR/079/2025

Job Title : DEPUTY MANAGER (RETAIL BUSINESS DIVISION OPERATIONS)

Start Date : 16.09.2025

End Date : 01.10.2025

Company

HLL Lifecare Limited (HLL), India's leading manufacturers and marketers of contraceptive, Health Care and Pharma products is a Mini Ratna Central Public Sector Enterprise under the Ministry of Health and Family Welfare. HLL is a global leader in the area of contraceptives, hospital products and healthcare services. With 8 manufacturing units, 3 subsidiary / joint venture companies, 21 regional offices. HLL exports products to over 85 countries. Besides this, HLL is engaged in providing healthcare and diagnostic services, consultancy and contract services for healthcare infrastructure projects and consultancy services for procurement of medical equipment and devices in healthcare sector. Thus, HLL is positioned as a total healthcare solution provider catering to the well-being of society at large.

Department: Retail Business Division

Tasks :

1. Sales & Collection Management

- Achieve the set sales and collection targets from assigned pharmacy outlets.
- Monitor and control sales performance and cash collections across the region.
- Ensure proper cash handling, reconciliation, and timely remittance.

2. Inventory & Store Operations

- Monitor and control inventory levels of retail outlets to minimize stock-outs and pilferage.
- Ensure strict adherence to SOPs in procurement, storage, and dispensing.
- Oversee the overall administration and discipline of pharmacies.

3. Business Development & Expansion

- Identify opportunities for business growth and improve operational efficiency.
- Coordinate the setup and smooth functioning of new outlets/centres.
- Maintain a keen eye on market trends and competitor activities.

4. Compliance & Regulations

- Ensure compliance with all statutory, regulatory, and legal requirements related to retail pharmacy operations.
- Stay updated with the latest retail pharma regulations and implement necessary changes.

5. Stakeholder Management

- Liaise with hospital authorities, government agencies, and other stakeholders for smooth operations.
- Build strong relationships with internal and external partners to support business objectives.

6. Financial & Cost Control

- Monitor operational expenses and implement cost-effective practices.
- Ensure effective utilization of resources while maintaining profitability.

7. Team Leadership & HR Development

- Monitor staff performance and provide constructive feedback.
- Train and mentor new employees for better efficiency and service quality.
- Maintain discipline, morale, and professional conduct across outlets.

8. Customer Service & Issue Resolution

- Ensure customer satisfaction by maintaining service quality at outlets.
- Resolve issues/complaints of patients and customers promptly.

Requirements

Maximum Age: 37 years as on 01.09.2025

Basic pay range (For Fixed Term Contract engagement): Rs. 25000 – 45000/-

Qualification:

Essential: B.Pharm / MBA

Post Qualification Experience:

Essential: Minimum 1 year experience in retail pharmacy business

No. of Positions

:

Total	UR	OBC (25.84%)	SC (16.66%)	ST (7.5%)	EWS (10%)
24	10	6	4	2	2

Posting Location

: Assam/ Bihar / Chandigarh / Chattisgarh / Jammu / Kashmir / Jharkhand / Maharashtra / Punjab / Rajasthan / Uttar Pradesh / Odisha / West Bengal / Arunachal Pradesh / Manipur / Nagaland

Contract Type

: Executive – Fixed Term Contract

Instructions for Filling the Job Application Form:

1. Download the attached Word document containing the prescribed job application format.
2. Type all required information directly into the form and insert your recent photograph in the field given. *Handwritten applications will not be accepted.*
3. After completing the application form, **copy the filled-in application content into the body of the email** and **attach the completed form in PDF format** to the email
4. Save the completed form in **PDF format** using the following filename format: Application Your Name PositionAppliedFor.pdf (*Example: Application Anita Sharma DeputyManager.pdf*)
5. Email the duly filled and digitally signed application form in PDF format along with the following documents:
 - Curriculum Vitae (CV)
 - Community Certificate (if applicable)
 - Copies of all Educational and Experience Certificates
 - Latest Salary Slipto [recruiter@lifecarehll.com] **on or before the deadline.**
6. Candidates submitting their applications via email must **mention the name of the post applied for in the subject line** of the email.

General Conditions:

1. Before applying, candidates should ensure that they fulfil all the eligibility criteria mentioned in the advertisement.
2. Applications not in the prescribed format **will not be considered** for selection process and no further communication will be sent separately.
3. Application Format can be downloaded from the website.
4. Job title and Reference code should be clearly mentioned in the Application form
5. All information submitted in the application will be verified with original documents at the time of the interview. If any information provided by the candidate is found to be false or incorrect or not in conformity with the eligibility criteria, then his/her candidature is liable to be rejected/cancelled at any stage of the recruitment process.
6. Only Indian Nationals are eligible to apply.
7. SC/ST/OBC/PwD candidates will be eligible for relaxation as per Government of India directives.
8. SC/ST candidates are required to submit SC/ST Caste Certificate in the format as applicable for appointment to posts under Government of India.

9. OBC candidates are required to submit Other Backward Class Certificate ('Non-Creamy Layer') (Certificate should be in the format as applicable for appointment to posts under Government of India).
10. The crucial date for determining the age limit shall be same as the cut of date for calculating Qualification & Post Qualification Experience of the candidates.
11. HLL reserves the right to cancel, restrict, or modify the selection process, or to not fill any or all of the posts notified, at its discretion. The number of vacancies may also be increased or decreased based on organizational requirements.
12. Candidates working in Government, Semi-Government Organizations, Public Sector Undertakings, or Autonomous Bodies must provide a No Objection Certificate (NOC) at the time of the interview.
13. The decision of Management regarding selection will be final.
14. Canvassing in any form will be a disqualification