



No Steve – **JUST JOBS**

Head of Department / Manager Field Service/Spare parts (f/m/d)

Our client is a global leader in **automated solutions** for sustainable and natural **packaging solutions** in the border triangle, close to **Aachen and Maastricht**.

Your responsibilities:

- Optimize after-market sales and service, in terms of costs, service level agreements, hotline, spare parts as well invoicing
- Manage Field Service, parts and technical Hotline teams to maintain close contacts with various in- and external customer (assembly, engineering, finance, sales, marketing)
- Coordinate and manage all activities related to after-market sales and service to meet the level of demand of the equipment in the field
- Lead, manage (team of 12 employees), develop and organize technical Hotline, Field Service and Spares teams
- Develop and improve processes, oversee the service chain and contribute to development/optimize chains
- Training of third-party service providers worldwide
- Setup annual budgets for related service activities
- Develop analytic systems and data management capabilities to monitor and analyse KPI's, ongoing performance and budgets
- Understand customers' needs, service, develop and maintain positive business relationships with customer and end-user key personnel
- Identify and manage risk within the service chain
- Cooperate with international colleagues to support and development of the service organization

Your qualification:

- Bachelor level in Mechanical or Electrical Engineering with about 8 years related experience
- Excellent technical knowledge of complex machines (such as automation industry)
- Strong decision-making skill in fast-paced international environment, with frequent interruptions
- Able to respond quickly, adjust schedules and operating plans in response to unpredictable changes
- Open, honest and integer communicator who is able to build relationships in- and externally on different levels and in multicultural environments
- Good verbal & written communication skills in English and German (additional languages such as Dutch are a plus)
- Minimum of 5 years' experience in disciplinary and technical management of an international team
- Well-organized and a professional working ethic
- Excellent MS-Office skills (Excel, Word, PowerPoint)
- Willingness to travel occasionally (15%)
- Very good knowledge of ERP systems (SAP) and CRM software

Our offer:

- Working with an innovative and international Team
- Above-average salary package, with top earning potential and pension insurance
- Very good opportunities for further development and training measures

Interested? Be part of this success story!

Please send your application to: jobs@frettwork.de

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