



We are hiring!

AREA SERVICE MANAGER BELUX (H/F)

 Liège (Belgium)

CONTEXT

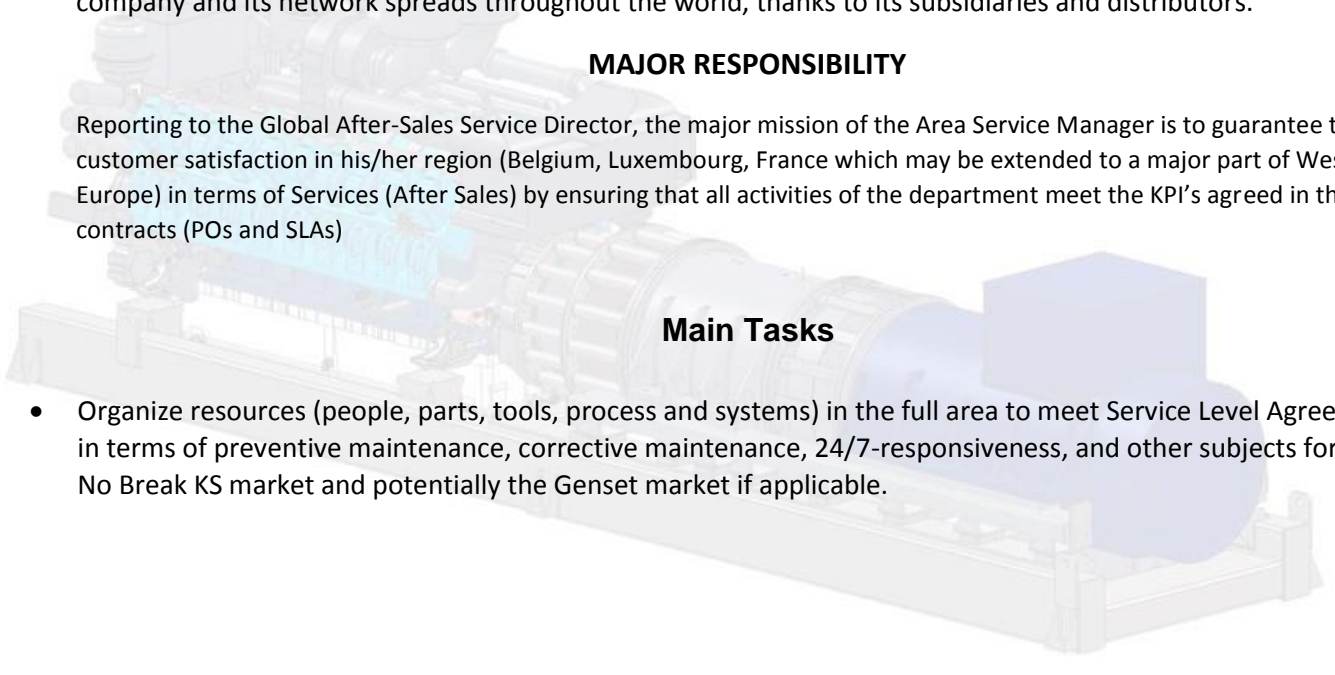
You work for EURO-DIESEL, a limited company incorporated in 1989, mainly active in the supply of quality electrical solutions and the protection of the critical power supply in critical mission applications. The company designs, installs and commissions systems and offers maintenance and service programs. It's a multinational company and its network spreads throughout the world, thanks to its subsidiaries and distributors.

MAJOR RESPONSIBILITY

Reporting to the Global After-Sales Service Director, the major mission of the Area Service Manager is to guarantee the customer satisfaction in his/her region (Belgium, Luxembourg, France which may be extended to a major part of Western Europe) in terms of Services (After Sales) by ensuring that all activities of the department meet the KPI's agreed in the contracts (POs and SLAs)

Main Tasks

- Organize resources (people, parts, tools, process and systems) in the full area to meet Service Level Agreement in terms of preventive maintenance, corrective maintenance, 24/7-responsiveness, and other subjects for the No Break KS market and potentially the Genset market if applicable.



- Manage escalations from customers from the area of responsibility, also out of office hours. Follow up on customer complaints, find resources and drive for short term and long term resolutions.
- Manage a team in terms of priorities, competences, knowledge sharing, appraisals, target setting, coaching to get a high performing team. Drive other resources for reaching excellent customer satisfaction (e.g. Service engineers from Back Office)
- Manage, follow up, improve conditions in the contracts for all customers in the area.
- Identify Business opportunities for the after sales in your region, develop and execute sales proposals. Maximize overhauls and upgrades. Review the Distributor's contribution & quality levels. Investigate the alternative for local ED representation.
- Contribute to the global knowledge sharing and global ED service community by consistent and close follow up of the team's data-recording, updates of machines configurations, and anything that can lead to more efficient service and that simplifies the reporting of the KPI's.
- Find ways to continuously improve processes and systems and to optimize the level of the service and the margins. Drive the development roadmap and IT roadmap for mid and long term improvements.
- Monitor the budget and make sure financial targets are met.

PROFILE

- A technical Master in electro mechanics or equivalent experience
- A deep experience in a technical environment, in a similar field of technology and/or in an after sales department is an asset.
- Flexible in time of high customer demands
- A first experience in people management, potential as a coach
- Understanding Customer's expectations and leadership are key
- Bilingual French/English. A third language is an asset.

If you are interested please send your CV to Dominique Rei Rodrigues : dominique.reirodrigues@euro-diesel.com or jobs@euro-diesel.com

To know more about EURO-DIESEL, you can visit our website: <http://www.euro-diesel.com>

How does our NO-BREAK KS® work? Take a look here: <https://www.youtube.com/watch?v=JX3f5sRL-Uw>