

Multispindle after-sales service manager

Introduction

Your role is to plan, manage and coordinate all activities across our multispindle after-sales service and to guarantee our customers' satisfaction by offering targeted services tailored to their requirements.

Your responsibilities

- Managing a team of after-sales engineers who are specialized in the machine-tools produced by the group, and an administrative team
- Managing a team of engineers responsible for repairing and servicing multispindle machines, and ensuring that the work is carried out by the agreed deadline
- Defining working hours and implementing general customer service policy and company regulations
- Monitoring the quality of service provided by the engineers by contacting the customers (response time, reliability, confidence, empathy and tangible aspects)
- Managing your department as a profit-making enterprise and ensuring that invoicing activities for the after-sales services in Switzerland run smoothly
- Organizing, overseeing, coordinating and controlling the activities and movements of after-sales service engineers and administrative staff in accordance with the customer service guidelines
- Coordinating call-out reports, service reports, travel and parts orders for after-sales service engineers in Switzerland
- Maintaining a direct relationship with customers and visiting them regularly
- Approving payment of travel expenses and bonuses for after-sales service engineers
- Planning technical training programs for your colleagues
- Establishing a budget to cover your department's operating costs
- Providing management with technical analysis reports for the machines sold
- Promoting the preventive maintenance programs for the machines and ensuring that they are carried out properly by the customer
- Participating in interdepartmental coordination meetings, suggesting improvements that could be made to our machines and reporting technical problems that have occurred in connection with the After-sales Service for the machines
- Managing up to ten employees
- Ensuring that employees comply with health and safety regulations both in the workplace and on site at clients' premises
- Seeking to expand your technical expertise and that of your colleagues by encouraging participation in continuing training and fostering the development of interdisciplinary skills and expertise
- Demonstrating leadership skills, encouraging and motivating your colleagues

Your profile

- Engineering qualification from a university of applied sciences or equivalent
- Several years' experience in industry and in customer relations/customer service, ideally gained at international headquarters
- Experience of team management
- Dynamic, demonstrate team spirit, meticulous, demonstrate foresight and willingness to contribute ideas
- Results-orientated with excellent communication skills
- Ability to speak French, German (Swiss German a plus) and English
- Expert knowledge of SAP software is a plus

Contact

Send your file to us at the following address:

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