

General Manager Product Support

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Company: Centre People Appointments

Location: Netherlands

Category: other-general

SF45433

TYPE: Permanent, full-time

HOURS : 9:00-17:30, Mon to Fri

SALARY : up to €90k, (base salary, depending on experience)

START : ASAP

LOCATION: Almere, The Netherlands

GENERAL MANAGER - PRODUCT SUPPORT RESPONSIBILITIES:

- Be responsible for the day-to-day operation and ensure that all departments operate within the agreed budget and to achieve agreed targets
- Be responsible for the product support department's operational systems, processes and policies in support of the organization's visions
- Develop and oversee the overall strategy and its annual growth plans and budgets
- Identify and promote the product support strategy and an optimal service / support plan to strengthen the dealer support and their brand in the market and drive aftersales target achievement
- Strive to achieve the product support objectives and objectives of the business for the near and long term
- Improve and create policies to enhance efficiencies and to fulfil and improve international standards

- Be responsible for developing new service packages based on dealers and end user's requirements
- Identify opportunities for process improvements and develop/execute policies and strategies
- Generate new service business sales through the development and deployment of service program strategies, including value-added, new services with other departments to maximize stock business
- Use your experience and conflict resolution skills to resolve critical customer issues and complaints to ensure high level of customer satisfaction
- Analyse current and future staffing needs for an appropriate planning
- Performs additional duties as required to achieve company goals and increase overall company profitability
- As a member of the management team of the company contribute to the overall development of the company
- Other assignments as designated by the MD

GENERAL MANAGER - PRODUCT SUPPORT REQUIREMENTS:

- Bachelor's degree: technical or engineering education
- 5+ years of relevant experience in Construction Equipment products
- Project skills
- English speaking, writing, and reading skills
- Strong technical aptitude with a solid knowledge of heavy crawler excavators (hydraulics)
- Ability to work towards root cause analysis on technical issues and solving conflict
- Effectively communicate with customers, dealers, various their internal departments, and colleagues at all levels
- Excellent computer skills

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