

## Regional Service Manager

The purpose of this role is to manage the field service team located across Europe as well as a group of technical experts in our Service & Calibration depot in Capelle. The responsibility will include scheduling and training of field service representatives, development and implementation of processes, guidelines, and policies to facilitate efficient service delivery. This position also includes the responsibility to ensure all customer issues are satisfactorily resolved utilizing Manufacturing, Product Management and other teams as needed.

The Regional Service Manager needs to work both, inside the office and on the field as well. The successful candidate may have varying work schedule and may need to travel occasionally.

### Location

Almere & Capelle aan den IJssel, Nederland

### What will you do?

- Responsible for all IP Products in the BeNeLux region;
- Global support for equipment manufactured in our Capelle site;
- Manage field service team to provide premium customer services;
- Maintain close relation with international Key Accounts customers;
- Develop and implement processes and workflows for the field service and depot team;
- Define and implement service related KPIs for field service and depot activities;
- Provide regular commercial reporting;
- Assist in goal setting, skill enhancement and performance review activities for field service and depot staffs;
- Help the customer support team in resource dispatching and planning of field and depot activities;
- Provide support and guidance to service staff to ensure timely and quality customer services;
- Investigate and resolve any issues resulting from substandard performance;
- Develop programs to improve technical and customer service skills of service staff;
- Identify and resolve employee concerns/complaints;
- Assist in interviewing and hiring new professionals.

### Qualifications

- Bachelor's degree;
- At least 5 years of relevant work experience in a similar position;
- Able to identify problems and provide good solutions;
- Excellent people management & organization skills;
- Able to work under stress;
- Good problem-solving & multitasking abilities;
- Excellent written and oral communication in Dutch and English;
- Willingness to travel to some extent.

**Description**

Operating in more than 75 countries, Industrial Physics is the world leader in packaging and product integrity testing equipment. We serve our customers from five segments: beverages and canned goods, flexible packaging, inks and coatings, materials testing and product integrity.

**What you can count on**

We offer you an independent and varied position in a fast-growing and ambitious company. A dynamic team with active and committed colleagues. Of course, this includes a competitive salary and excellent employee benefits. We also offer you a temporary contract with the expectation of converting to a permanent contract.

Don't miss the opportunity to join our team. Interested in this position, please send your resume to [jobs-ic@industrialphysics.com](mailto:jobs-ic@industrialphysics.com). Still have questions? Call or email Suzy Meconen and/or Monique Westerduin: 010 79 00 100.