

Service Manager

Manage day to day real time operation of a worldwide Service operation to include scheduling and oversight of system installations, repairs, preventative maintenance and remote support of a 24/7/365 global service organization.

Job Description:

- Primary point of contact for customer and fully responsible for the management of customer expectations, communication and satisfaction for all preventative maintenance, service, spare part and system installation related activities,
- Coordinate effort of Field Engineers and other Technical Specialists responsible for the installation/commissioning, maintenance, testing, troubleshooting, and repairing of industrial x-ray inspection systems, components, and other related equipment.
- Schedule installations, repairs and maintenance services by prioritizing numerous issues of varying severity.
- Manage all customer support calls and requests for service starting with provision of first level of technical support and following through until request is satisfied.
- Responsible for the sale of preventative maintenance and service contracts, spare parts and system and software upgrades to new and existing customers worldwide.
- Thoroughly review all customer commercial terms and conditions against Company norms and manage deviations to ensure all terms are acceptable to both parties and ultimately satisfied.
- Ensures all service orders, repairs, and preventive maintenance visits are completed on time and within budget.
- Manage all project subcontractors and vendors hired on to assist with system installations. Ensure adherence to project SOW, schedules, budgets, customer requirements, VJT standard operating guidelines and requirements of all applicable local, state and Federal regulatory authorities.
- Effectively and efficiently handle problems, conflicts, delays or other issues that may potentially affect customer satisfaction.
- Travel to customer sites worldwide to participate in technical sales discussions, oversee installations, or manage customer relationships and expectations. Global travel up to 30% of the time
- Analyze call trends and provide recommendations, documentation and quick fixes to most commonly reported problems.
- Provide innovative process improvement recommendations to reduce costs, complexity, and/or improve customer satisfaction.
- Continuously improve all customer service-related processes, including help desk, RMA, and personnel dispatching and scheduling.
- Ensure quality and safety are of the highest priority in day to day operations

Essential Skills:

- Degree in Engineering or other technical discipline
- Minimum five (5) years of directly related service support experience with at least two (2) years in a management role.
- Experience working with an ERP or MRP system
- Proficiency in establishing, negotiating and monitoring commercial terms and conditions
- Must be able to thrive in a fast paced, demanding environment and able to quickly assess customer needs and take appropriate action to provide exemplary customer service and support while properly managing customer expectations, schedules, and costs.
- Capable of effectively communicating both internally and externally using all available methods of communication.
- Strong mechanical and electrical aptitude and problem-solving abilities
- Skilled in the use of MS Office Suite and CRM platforms (or equivalent)
- Well defined organizational, leadership and time management skills coupled with the ability to operate independently in a self-directed highly dynamic and demanding environment
- Prior experience in a QA controlled design environment. (ISO 9000, NQA-1, or similar)

Non-Essential Skills:

- MBA, or equivalent advanced Degree
- Familiarity with MS AX ERP systems
- Experience with Solidworks
- Understanding or prior experience working in the x-ray or non-destructive testing (NDT) market
- Fluency in multiple languages

Physical Demands:

- Regularly required to sit, walk, bend and stand in an industrial environment
- Expected to effectively communicate in person, on phone, and via email and other electronic devices on a continual and repetitive basis.
- Will need to repeatedly use hands to finger, handle, feel and operate standard office equipment
- Day to day responsibilities may require lifting, moving, carrying and maneuvering materials up to 25 pounds alone; heavier with assistance.
- Specific vision abilities required include close vision, distance vision and the ability to adjust focus.

Mental Demands:

- On a regular basis, will be required to:
 - use written and oral communication skills

- read and interpret data, information and documents
- analyze and solve non-routine and complex office administrative problems
- be creative, make judgements, use reasoning and make decisions
- observe and interpret situations
- learn and apply new information or skills
- perform detailed work on multiple, concurrent tasks
- work under intensive deadlines with frequent interruptions
- interact with internal and external customers holding positions from a wide array of disciplines and organizational hierarchy levels
- Must be able to fulfill essential job function in a consistent state of alertness and safe manner