

Sinoboom BV Role Profile:

European Service Manager

Purpose:

The European Service Manager performs a critical function for Sinoboom BV. He/She is responsible for technical support, training and parts support for our customers, including dealers across the region. Ensuring a rapid response to all issues regarding breakdowns and maintenance and fully understanding the safe operation and maintenance of our equipment. This person will be managing the Regional Service Managers and working with them to create policies to improve quality, reliability and training. He/She will be working closely with our Regional Sales Managers and the technical specialists in our office in Ridderkerk.

The Role:

Customer satisfaction with our MEWPs is his/her top priority. Specifically, he/she has responsibility for:

- Providing technical support and assistance for our European customers
- Managing and expanding the European Service Support network
- Leading and improving the warranty program
- Reporting quality issues to the head office
- Devising solutions and preventive actions
- Assisting in New Product Development
- Building the parts support program
- Reporting status to the GM and head office

Key accountabilities and Responsibilities:

- Training management throughout Europe to our customers, dealers and service partners
- Ensuring prompt and accurate responses to customer technical enquiries
- Delivery of after sales service and support to customers
- Oversight and development of our warranty program in the EU Region.
- Leading the team at Ridderkerk with regard to spare parts
- Customer support in the field, travel will be necessary
- Managing of necessary technical documentation
- After sales support including use of the company Service Ticket software
- Assistance with relevant new technology and options, to our equipment
- Support our Ridderkerk staff with feedback and regular reports
- Contribute to NPD

- Ensure that Sinoboom BV has adequate systems in place to provide high quality after sales support and back up to our customers.

Experience and Qualifications:

- Knowledge, skills and abilities typically acquired through a high school education or the equivalent with additional training preferred through university or a vocational school
- A minimum of 6 years of experience in the MEWP sector with a rental, distributor or manufacturer company
- Proven managerial skills
- An excellent knowledge of the product and a strong knowledge of the product market including hands on technical experience
- Excellent data base computer skills with a strong ability to operate PC programs, ability to learn remotely and with a good understanding of Microsoft Word and Excel.
- Fluent English and Dutch are essential, ability to speak German and other languages and/or Mandarin is an advantage.

Key Attributes:

- Must have a strong work ethic and commitment to doing whatever it takes to accomplish the task at hand.
- Must have strong initiative and the ability to set and establish goals and accomplish them in alignment with overall company objectives.
- Must have a strong desire to develop and maintain customer relationships
- Must be able to exhibit strong company loyalty and commitment to company overall objectives
- The ability to uphold professionalism and ethical behavior with both internal and external customers, including personal appearance and friendly, courteous treatment of peers, subordinates and customers.
- A passionate belief in safety as part of the operational philosophy.