



TELEDYNE FLIR
Everywhere you look™

Our client **Teledyne FLIR** designs, develops, manufactures, markets, and distributes technologies that enhance perception and awareness. **Teledyne FLIR** brings innovative sensing solutions into daily life through thermal imaging, visible-light imaging, video analytics, measurement and diagnostic, and advanced threat detection systems. **Teledyne FLIR** offers a diversified portfolio that serves a number of applications in government & defense, industrial, and commercial markets. Today the company is part of **Teledyne Technologies Inc.** (NYSE:TDY) world leader in enabling technologies to sense, transmit and analyze information for industrial growth markets, employing worldwide around 14.000 employees.

FLIR Intelligent Transportation Systems (ITS) with HQ in Marke (Kortrijk, Belgium) is revolutionizing how traffic flows on roadways throughout the world. Traffic managers use intelligent technology from **FLIR ITS** to monitor and manage traffic streams. Be it for monitoring motorists and pedestrians in urban areas, for detecting incidents on highways and in tunnels, or for traffic data collection, FLIR's intelligent Video Detection and Monitoring Solutions enhance traffic safety and mobility on a daily basis. Taking full advantage of the unrivalled benefits of thermal imaging, **FLIR ITS** also contributes to increased safety and efficiency in public transportation. Our dedicated intelligent sensors for e.g. level crossing detection, platform safety, tunnel intrusion, fire detection etc. help public transportation operators to take the necessary safety measures.

To further strengthen the **EMEA Service Organization**, **Teledyne FLIR** has an exciting career opportunity available for a talented and experienced :

Service Team Leader

Thermal Cameras & Sensors - Solutions Line of Business Operating out of Marke (Kortrijk, Belgium)

MISSION

Key purpose of your role is to manage a small skilled team of thermography Service Technicians and a Customer Service Representative in the performance of repair, calibration and technical support services for thermal imaging products to a worldwide customer base. Your Key Responsibilities include :

- Develop, lead, coordinate and motivate your team towards delivering exceptional service and ensuring a positive customer experience.
- Managing the administration of all service actions using SAP and related enterprise business applications.
- Establishing service directives, identifying business trends, introducing new products to the serviceable portfolio and making recommendations for process improvements.
- Monitoring performance through KPI's and ensuring all work is performed in accordance with ISO Quality and corporate Global Trade Compliance policies.
- Develop and promote new service offerings that deliver growth while implementing cost control to maximize profit margin.
- Providing internal trainings and exchanging customer feedback with your colleagues in view of continuous product- & service improvement.
- Reporting directly to the EMEA Service Manager.

PROFILE

- To qualify for this position you have a technical degree in electronics or similar with a relevant and successful experience in coordinating and performing technical repair, service or support activities for high-technological products or solutions, preferably in a multidisciplinary and high-paced international work environment.
- You have a successful experience in a leadership role with strong interpersonal and organizational skills and the ability to inspire and motivate others.
- Ideally you are familiar with Global Trade Compliance policies and with working in a ISO 9001 environment.
- You have hands-on experience with ERP systems (SAP or similar) and with ticketing platforms.
- You have a strong sense of ownership and real business acumen, needed to manage costs while maximizing growth.
- You have a keen eye for administrative efficiency and for process improvement opportunities.
- You are fluent in English (oral & written) with knowledge of other European languages as a plus.
- This position requires operating out of the local Service Lab and being present on site in Marke (Kortrijk, Belgium) every day of the week with sporadic travel.

OFFER

Teledyne FLIR offers a competitive salary with bonus and other benefits in an expanding, dynamic and stimulating international work environment with attractive growth and development opportunities.

This position requires access to export-controlled information or items (i.e. regulated technology or technical data per ITAR/EAR US regulations). Applicants must be eligible to apply for and obtain the appropriate export control license from the U.S. Departments of State or Commerce.

Teledyne FLIR and all of our employees are committed to conducting business with the highest ethical standards. We require all employees to comply with all applicable laws, regulations, rules and regulatory orders. Our reputation for honesty, integrity and high ethics is as important to us as our reputation for making innovative sensing solutions.

Teledyne FLIR is an equal opportunity employer.

INTERESTED ?

Send your application letter and CV to **Search & Selection** for the attention of Mr. Marc Van Beethoven : m.vanbeethoven@searchselection.com.

You can also register on-line on our website www.searchselection.com and apply directly for this vacancy by following reference number : 14531.

