



SIGNODE INDUSTRIAL GROUP

The world's leading manufacturers of automatic stretch wrapping machines, **Haloila** (www.haloila.com), **Lachenmeier** (www.lachenmeier.com) and **H. Böhl** (www.boehl-einwickeln.com) provide comprehensive solutions for the automatic wrapping of pallets for all industries in which pallet transport is part of the logistics chain. Since 1976, **Haloila** is developing and manufacturing semi-automatic and fully automatic stretch wrapping machines from its manufacturing head office in Masku, Finland. Since 1969, **Lachenmeier** is developing and manufacturing fully automatic stretch hood machines from its manufacturing head office in Sonderborg, Denmark. Since 1926, **H. Böhl** is developing and manufacturing stretch packaging machines for different products packaging by wrapping. All companies have an excellent reputation for finding innovative packaging solutions for a wide variety of industries. Main customer sectors include the food and beverage, chemicals, building materials and pharmaceutical industries. As part of the diversified and international **Signode Industrial Group** (www.signodegroup.com) the companies offer a complete packaging solution, including high quality wrapping materials and excellent maintenance services. Today **Haloila**, **Lachenmeier** and **H. Böhl** operate an extensive sales organization, service and partner network on five different continents, giving the company a solid position in the international market.

To strengthen the European Service Organization Haloila has a challenging career opportunity available in its offices in Le Bourget-du-Lac for a talented and motivated (M/F) :

Teamleader Field Service & Customer Support - France

Automatic Packaging Solutions

MISSION

- After an intensive training period (France, Finland and Denmark) you will be responsible for managing and coordinating a team of Field Service Technicians in the central and southern part of France.
- Collaborating with Production, the Global Service Team and the local Sales Organization and Backoffice you will guarantee and improve service excellence and customer satisfaction by providing technical assistance, complaint handling and troubleshooting.
- You will manage incoming calls and you will schedule the service operations with customers.
- You will provide technical support to the service technicians and directly to customers.
- You will also be responsible for sales development of Service Solutions for both existing as new machines customers in the territory.
- You will initiate continuous improvement initiatives and innovations and you will participate in developing the Service Strategy for the region.
- You will report directly to the After Sales Manager in Le Bourget du Lac.

PROFILE

- For this challenging position we are looking for a talented professional with a technical degree or background in Industrial Maintenance, Industrial Automation, Electrical Engineering or similar and a successful experience in customer support and in leading a field service team.
- You have strong organizational and interpersonal skills with the ability to motivate others by providing clear guidelines and setting priorities.
- You have high autonomy and you are committed to delivering excellent customer service in following up on service projects from start to finish.
- You are a good customer relationship builder and active listener with excellent phone contact handling skills.
- You have a real problem-solving attitude with strong administrative and reporting skills.
- You are fluent in French with a good practical command of English (verbal & written).
- You preferably are living in the south-east part of France (e.g. Rhône-Alpes) and you are prepared to travel occasionally, mostly within France.



OFFER

The company offers a unique and attractive long-term career opportunity in a professional and international work environment, working with a world class brand. You can look forward to a competitive compensation package.

INTERESTED ?

Send your Application Letter and CV (in English) to **Search & Selection** for the attention of Mr. Marc Van Beethoven : m.vanbeethoven@searchselection.com.
Interviews will be organised on-location in France.

