



Signode is a leading manufacturer of a broad spectrum of transit packaging consumables, tools, software, and equipment that optimize end-of-line packaging operations and protect products in transit. Main customer sectors include the food and beverage, chemicals, building materials, pharmaceutical and other high-volume industries. **Signode** is a pioneer in the industrial packaging sector with a long history of customer-focused innovations in materials, processes and automation technology that have revolutionized the sector. Since 2018 **Signode** is the *Transit Packaging Division* of **Crown Holdings, Inc.** and sharing a portfolio of products, services and capabilities that make the group the world's premier end-of-line packaging company. With over \$2,2 Billion in revenue, **Signode** currently employs over 7,000 employees with 80+ manufacturing facilities across 6 continents.

In **Signode's** value proposition **Packaging Plus Reliability Services** stands for comprehensive tiered service support to meet the service demands of today and tomorrow. This includes : field service, emergency repairs, preventive maintenance schedules, safety inspections, training, 24/7 technical phone support, parts shipping and advanced retrofits and equipment tuning.

To lead, develop and streamline the service efforts for Reliability Services in the Central European region, **Signode** is hiring an experienced :

Regional Service Manager - Central Europe

Reliability Services Europe

MISSION

Key purpose of your role is to further integrate the multiple legacy DACH service teams into Reliability Services in order to provide strong, high quality geographic coverage in a timely and efficient manner. Your primary accountabilities include

- Managing a team of 3 Service Team Leaders overseeing approx. 45 Field Service Technicians.
- Establishing service directives, aligning processes and monitoring performance through KPI's.
- Developing business plans and after sales forecasts for the region while supporting and coordinating KAM activities and new business development initiatives with the European sales leaders.
- Developing new service initiatives and action plans for providing more proactive service offerings, strengthening the *Packaging Plus* brand and increasing revenue and segment income.
- Partnering with other European regions to ensure a more uniform, quality service & customer experience.
- Managing budgets and controlling operating expenses to ensure strong financial performance.
- Fostering relationships with key customers and providing feedback to Marketing & Engineering/Development teams in terms of market requirements, competitor activities and overall product performance.
- Reporting directly to the Director Reliability Services Europe in Sweden.

PROFILE

- To qualify for this position you have an engineering, business or similar degree with a relevant and succesful experience in managing a service profit center and multi-country service teams in an industrial and International/European after sales environment.
- You have a good understanding of automation solutions and strong technical affinities with industrial capital equipment and turn-key installations.
- You have excellent leadership capabilities with strong organizational and interpersonal skills and the ability to inspire and motivate others by providing clear guidelines and setting priorities.
- You have solid financial acumen with a real commitment to delivering results.
- You can lead through change and you have a keen eye for improvement opportunities.
- You are a good customer relationship builder with strong communication and negotiation skills at all levels.
- You are fluent in German & English (oral & written).
- You are prepared to travel intensively all over DACH with occasional visits to other European countries.
- Ideally you are based close to the office locations in North Rhine-Westphalia (Germany) or in Kanton Zürich (Switzerland) but this predominantly field based role is also open for candidates from other geographic areas (incl. Austria) ready for frequent travel within the territory.



OFFER

Signode offers a unique and attractive long-term career opportunity in a professional and international work environment. You can look forward to a competitive compensation package with benefits, company car, bonus and incentives.

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 : 13810

