



Camco Technologies – Service Manager

Position

As service manager you are responsible within the service department for efficient service delivery. You ensure the correct execution of the SLA/ M&S contracts for about sixty customers worldwide. Together with the other managers, you report to the service director.

Our growing service department consists of forty employees: customer service employees (level 1,2,3) and service technicians. The service department operates 24/7 and implements a follow-the-sun principle with branch offices in Los Angeles (US) and Brisbane (AU). We also have a number of other service offices around the world. This number will continue to grow in the coming years.

- You are responsible for the operational execution of the service department;
- You organize monthly service review meetings with customers. Here you follow up on customer tickets and implement action plans to maintain customer satisfaction;
- You lead a group of service personnel and technicians;
- You report and work based on KPIs and operational objectives;
- You work 95% from headquarters;
- You travel sporadically to customers to maintain customer relationships;
- You will report to the Service Director.

Profile

- You have a higher education (min 3 years bachelor or master).
- You have demonstrable experience in a leadership role within a service or customer-oriented organization, minimum 3 years.
- You have strong analytical skills.
- You are operationally strong, flexible, proactive, hands-on.
- You have a general interest in ICT, technology and engineering.
- You possess excellent communication skills, both internally and externally.
- You have the ability to manage and motivate employees.
- You are fluent in both Dutch and English. Other languages such as Spanish, Portuguese, French or German are a plus.

Offer

- You will join a high-tech, growing, challenging and international environment (SME mentality, 220 employees), where you will have opportunities to further develop your competencies
- A contract of indefinite duration with a competitive salary
- A challenging position in a company where entrepreneurship is appreciated
- Company car
- Group insurance
- Hospitalization insurance
- There is free soup and fruit every day
- Company and team events are organized regularly
- Easy access by car and parking is possible
- Possibility of homeworking

<https://www.camco.be>