

WROCLAW, POLAND

CUSTOMER CARE MANAGER

YOUR OPPORTUNITY

Sidel is looking for the Customer Care Manager, part of the Service organization, that Support Customer requests for emergencies, trouble shooting and technical assistance during warranty and life cycle of the equipment by securing HSS&E (Health, Safety, Security & Environmental). Lead complete solution delivery from customer call until complete issue resolution with the help of experts from Product Support. Is a key role between customer and After Sales Manager for technical problem solving and advice.

YOUR SCOPE

- Collect and filter customer calls, identify needs and answer or manage accordingly any technical request in compliance with the HSS&E standards to ensure general support requests from customers are answered
- Issue Service Request for intervention and ensure follow up with Planning team
- Open and drive Non conformity through SINCRO until problem solved and it's confirmed by customer
- Follow and support Field Service Engineer during intervention at customer site
- Follow up and ensure Sales Order and Service order required are created and aligned
- Collect and send technical report to customer
- Coordinate audit execution : Diagnostic Visit, ECO audits, Line audit
- Organize stand alone or complete line regular maintenance and emergency intervention
- Manage Warranty intervention following Issue resolution process
- Manage Field Service Engineer during intervention, scope of work and customer communication
- Prepare Health, Safety and Environment plan
- Create non conformity in Sincro
- Collect all necessary reports to be sent to customer to build root cause analysis
- Approve Field Service Engineer time sheet
- Issue necessary documents related to FSE intervention

YOUR PROFILE

Level of education and languages:

- Relevant bachelor degree or equivalent
- Fluent in English (written and verbal)
- Any other language would be seen as an advantage

Required experience and skills:

- 5 years of working experience in after sales or production plant
- High technical knowledge of Sidel products and complete line equipment
- Strong verbal and written communication skills in order to establish a very good customer relationship
- Excellent responsiveness, dynamism, tenacity, autonomy and motivational skills
- Ability to interface with all levels of the organisation
- Excellent multi-tasking abilities
- Availability to travel up to 25 %.

CONTACT

If you are interested in our proposal, please send your CV/resume with cover letter to:
Sina Fust, Human Resources Manager, by Email: sina.fust@sidel.com

By applying to this vacancy, the applicant acknowledges and agrees to the processing of his/her personal data included in the job application.

ABOUT SIDEL

The Sidel Group is formed by the union of two strong brands, Sidel and Gebo Cermex. Together, we are a leading provider of equipment and services for packaging liquid, food, home and personal care products in PET, can, glass and other materials.

With over 37,000 machines installed in more than 190 countries, we have nearly 170 years of proven experience, with a strong focus on advanced systems, line engineering and innovation. Our 5,000+ employees worldwide are passionate about providing complete solutions that fulfil customer needs and boost the **performance** of their lines, products and businesses.

Delivering this level of performance requires that we continuously **understand** our customers' challenges and commit to meeting their unique goals. We do this through dialogue, and by understanding the needs of their markets, production and value chains. We complement this by applying our strong technical knowledge and smart data analytics to support maximum lifetime productivity to its full potential.

We call it **Performance through Understanding**.

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