

PARMA; ITALY

## CUSTOMER CARE MANAGER

### YOUR OPPORTUNITY

Sidel is looking for the Customer Care Manager, part of the Services organization reporting to the Lead Customer Care Manager, that will be responsible for supporting customer requests for emergencies, trouble shooting and technical assistance during warranty and life cycle of the equipment. He/She will also be leading complete solution delivery from customer call until the end of issue resolution, with the help of experts from Product Support. He/She is a key role between customer and After Sales Manager for technical problem solving and advices.

### YOUR MISSION

- Collect and filter customer calls, identify needs and answer or manage accordingly any technical request to ensure general support requests from customer 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 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 / complete line regular maintenance and emergency intervention.
- Focus on customer proximity.
- Manage Warranty intervention following Issue resolution process

### YOUR PROFILE

Level of education and languages:

- Bachelor Degree or equivalent;
- Fluency in English and French(preferable)

Required experience and skills:

- 5 years of working experience in after sales or production plant.
- Excellent reactivity, dynamism, tenacity, autonomy and motivational skills.
- 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.
- Ability to interface with all levels of the organisation.
- Excellent multi tasks ability.

### CONTACT

If you are interested in our proposal, please send your CV/resume with cover letter to: [recruitment.italy@sidel.com](mailto:recruitment.italy@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

Sidel is a leading provider of equipment and services solutions for packaging beverage, food, home and personal care products in PET, can, glass and other materials.

With over 40,000 machines installed in more than 190 countries, we have nearly 170 years of proven experience, with a strong focus on the factory of tomorrow with advanced systems, line engineering and innovation. Our 5,500+ employees worldwide are passionate about providing solutions that fulfil customer needs and boost the **performance** of their lines, products and businesses.

Delivering this level of performance requires that we stay flexible. We continuously ensure we **understand** our customers' changing challenges and commit to meeting their unique performance and sustainability goals. We do this through dialogue and by understanding the needs of their markets, production and value chains. In turn, we apply our solid technical knowledge and smart data analytics to ensure lifetime productivity reaches its full potential.

We call it **Performance through Understanding**.

Find out more at [www.sidel.com](http://www.sidel.com) and connect with us.



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