

**Location: Them, DK**

## **Operations Manager/Northern Europe**

**With strong focus on hands-on and customer satisfaction**

Human Skills is looking for an Operations Manager with the responsibility for Northern Europe. The employees are located in Them and Elmshorn (Just north of Hamburg).

The Operations Manager will be reporting to the General Manager for Northern Europe and the Avanti Group Executive COO. As part of working with the management team, it is expected that the Operations Manager contribute to the development and implementation of organizational strategies, policies and practices.

The Operations Manager's primary responsibility is to ensure organizational effectiveness by providing leadership for the organization's functions. The Operations Manager will be responsible for overseeing, designing, and controlling customer service, logistics and tower internals kitting processes for Northern Europe.

### **Responsibilities:**

- Project Manager for Kit sets
- Customer contact is expected in relation to ongoing tasks
- Ensure excellent customer service and satisfaction.
- High Quality, High Delivery performance and constant focus on driving cost down.
- Improve the operational systems, processes and policies in support of the organizations.
- Improve management reporting, information flow and business process.
- Manage and increase the efficiency of support services through improving each function
- Coordination and communication between support and business functions.
- Supervise and coach staff on a daily basis.
- Oversee monthly and quarterly assessments and forecasts of organization's financial performance against budget, financial and operational goals.
- Drive initiatives in the team and organizationally contribute to long-term operational excellence.
- Contribute to short and long-term organizational planning/strategy as a member of the Management Team.
- Secure customer satisfaction with their KPI's short lead times and high service level.
- Prepare and participate in audits.

## **Qualifications**

- Strong background and work experience with logistics, supply chain, customer service.
- Ability to work on an operational, tactical and strategic level.
- At least 3 years experiences in management and demonstrated leadership.
- Excellent communication skills both verbal and written.
- High comfort level working in a diverse environment.
- University or technical degree.
- Excellent computer skills and proficient in Excel, Word, Outlook, Power Point and knowledge of Navision is a precondition.
- English, Danish and some German language skills are mandatory.
- Experience from the wind energy industry will be an advantage.
- Energy, drive and proactive behavior is necessary in the job.
- Flexibility to travel up to 30 days a year.

## **Avanti Wind Systems offers:**

- An exciting job in an international growth company with the financial strengths to pursue future possibilities.
- The position as Project Manager is newly created and therefore it will be possible to influence and build your own job.
- Salary will be depending on your qualification and experience.

## **About Avanti Wind Systems:**

Avanti Wind Systems is leading world market producer of service lifts and other personal safety systems to wind turbine towers. Avanti Wind Systems was founded in Denmark in 1885 and was originally a ladder factory. The company still produces ladders, but is now focusing on developing and producing safety equipment for the service technicians working in wind turbine towers.

Avanti has developed a complete range of safety products for moving up and down in wind turbine towers. Avanti Wind Systems products such as service lifts, ladders with built-in fall protection safety rail and climbing assistance have been approved in accordance with official standards in the European Union, Australia and the United States.

Avanti Wind Systems has installed more than 16.000 service lifts in wind turbine towers throughout the world, which is more than half of all those installed.

Avanti Wind Systems' headquarters is located in Denmark with offices, training centers and factories in the United States, China, United Kingdom, Spain, China, Germany, India, Australia and Brazil.

## **Avanti Wind Systems Values:**

Avanti Wind Systems wants to ensure that the company meets all environmental legal requirements in every respect. Avanti is part of an industry working with sustainable and non-polluting energy production meaning that we are constantly focusing on the environment.

Avanti Wind Systems will ensure that the company meets all legal requirements on occupational health and safety. Our personnel are the company's most important resource, and their safety and health are of crucial importance.

For further information please call Human Skills, Peter Schrøder +45 61199916 or email [info@humanskills.dk](mailto:info@humanskills.dk)