

Location: Them, DK

Service Manager/Northern Europe

With strong focus on hands-on and the aftersales market

Human Skills is looking for a Service Manager with the responsibility for Northern Europe. The location of the job is in Them south of Silkeborg.

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

The Service Manager's primary responsibility is to ensure organizational effectiveness by providing leadership for the Northern Europe aftermarket organization. The Service Manager will be responsible for service, installation, training of Avanti's products in BU, Northern Europe in cooperation with the global training manager. The Service Manager will create growth in the existing service business and continue the high quality of customer service.

Responsibilities:

- Development, implement and manage concepts of the service organization for Northern Europe.
- Operation and management of existing employees in several countries.
- Increase aftermarket sales to new and existing customers.
- Preparation of offers and go-to-market strategies.
- Collaboration/knowledge sharing with other service managers in other regions/BU.
- Provides authorization of own and other manufacturers' products.
- Development of new service concepts, products and services.
- Ensuring quality of work - this is a very important task when it comes to safety and customer experience of the Avanti Wind Systems quality.
 - * Ongoing evaluation of the technicians' service reports
 - * Random checking
 - * Systematic follow-up on customer satisfaction

Qualifications

- Strong experience working with service and aftersales market.
- Commercial and customer strong profile
- 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. Technical strong.
- Excellent computer skills and proficient in Excel, Word, Outlook, Power Point and knowledge of Navision is a precondition.
- English and Danish skills are mandatory. Knowledge of Norwegian and Swedish will be an advantage.
- Experience from the wind energy industry will be an advantage.
- Energy, drive and proactive behavior is necessary in the job.

Avanti Wind Systems offers:

- An exciting job in an international growth company with the financial strengths to pursue future possibilities.
- 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