

## China Field Service Manager

### Company

Our client is a French company established in 1970 and located in France specialized in the formulation, manufacture and sale of technical and industrial inks for screen printing, pad printing and digital printing. Since its creation, the client has remained at the forefront of technology by offering customized, high quality and innovative solutions in UV (since 1976) and solvent/conventional inks.

The position is based at Jinshan Industrial Zone - Shanghai

### Responsibility

The Field Service Manager has a leadership role in the company and Support organization. Individual in this role are responsible for providing strong leadership for a team of Field Service Engineers/Technicians. It is the expectation that the Field Service Manager drives a culture of exceeding customer expectations to deliver outstanding customer service, thus accelerating the growth of company revenues. The Field Service Manager must work cross-functionally and build cohesive relationships with Engineering, R&D, Marketing, Customer Service, and Inside and Outside Sales. Facilitating a strong Service-Sales partnership is a critical component. Core duties include direct management responsibilities, ownership of customer satisfaction initiatives, employee development, and financial management responsibilities to include Service and Sales revenue and profit growth.

The Field Service Manager must support Corporate strategies and facilitate the implementation of Corporate programs.

Field Service Manager reports directly to the Global Sales Director.

- Set the strategy for the Field Service function and set clear performance objectives in conjunction with the business.
- Monitor, strategize, develop and implement organizational and structural changes within the Field Service team in order to promote growth and development within the organization.
- Ensure workloads are reasonably equitable and regularly review team responsibilities and skills sets to ensure alignment to the needs of the Screen and Pad Business Unit.
- Ensure ongoing competence of the Field Service team. Identify development areas and training needs for performance improvement for the Field Service function. Supports succession planning for key positions.
- Effectively manage service engineer resources across territories to ensure key performance metrics are consistently met (including customer prioritization if necessary).
- Communicate regularly with the Sales/Marketing/R&D and management team to ensure all commercial opportunities are maximized. Provide feedback gained through customer contact in relation to competitors, market information and customers.

- Provide periodic reporting to management, detailing achievements toward key objectives, technical issues, areas of improvement, etc.
- Support the development and improvement of the customer experience, ensuring the team delivers industry leading customer satisfaction levels and acts upon feedback gathered from Customer Quality Surveys.
- Responsible for translating customer feedback into actionable insights by communicating these to the Global Field Service team, Sales & Marketing and Manufacturing functions.
- Develops and implements service plans to successfully introduce new products within the area of responsibility based on Marketing/R&D plans.
- Supports service systems (CRM) implementations, ensures business process and data integrity.
- Liaise with management to ensure efficient resolution of technical issues.
- Shape regional/global processes and program by sharing best practices and offering insight to regional and/or global teams.
- Support markets during annual budget process. Review and manage Field Service spend and budget and identify savings where appropriate.
- Audit local service processes, including service history files, test equipment use, calibration processes, documentation processes, etc. Ensure continuous improvement of the service organization.
- Implement policies and procedures as it pertains to Field Service.
- Frequently advises peers, senior parties and external stakeholders on technical complex issues, in order to influence actions. Creates new concepts and serves as mentor in area of expertise.
- Build extensive internal and/or external networks to facilitate achievement of objectives for assigned area of responsibility.
- Maintain and support any local regulation requirement.
- Direct outputs of major projects, often across geographical boundaries. Ensure projects are completed on time and within budget, if applicable.
- Strong understanding of the organizational culture and the dynamic of current external environment and how both impacts the Field Service function.
- Attend trade shows and conferences as necessary.

## **Requirement**

### **Education**

- Minimum Bachelor's degree
- Preferred Engineering School Diploma or equivalent

### **Experience**

- Minimum 5 years of related experience in the printing industry
- 5 to 7 years of management position, preferably in a technical service environment

- Language Chinese (fluent/ mother tong); fluent English

### **Specific Skills**

- Know the Screen and/or Pad, Printing Market.
- Ability to solve a wide range of complex, multi-disciplinary problems which must consider short and intermediate term impact.
- Ability to compose sensitive, non-routine correspondence requiring tact and diplomacy and/or complex reports or summaries for which established formats generally do not exist.
- Ability to improve existing systems/procedures which periodically result in new ideas or approaches of significance.
- Ability to manage multiple tasks.
- Ability to communicate effectively at all levels of the organization in writing and verbally. Excellent presentation skills
- Ability to prioritize goals and achieve results within defined deadlines.
- Self-awareness and self-motivating
- Familiar with value creation and value selling through product performance and processing
- Proficiency in Microsoft Office applications
- Proven ability to apply complex analytical and critical thinking skills.
- Well organized, reliable and able to work autonomously
- Demonstrate initiative and sense of urgency.
- Willingness to travel with sales team up to 50%

***Please send your resume to: [sh-recruitment@ccifc.org](mailto:sh-recruitment@ccifc.org)***