



RECRUITMENT PROFILE

Job Title: Service Center Manager Nordics/Baltics
Job family: Service
Reporting to: Vice President Services Division
Scope: Norway, Sweden, Finland, Denmark, Estonia, Lithuania
Based: Norway

We are searching for the Service Center Manager Nordics/Baltics as Cavotec continues to consolidate their existing global business they are focused on expansion in selected markets and segments. As the Service Center Manager Nordics/Baltics, you will be instrumental in taking the Service business to a leadership position in the region. This will be achieved by developing, aligning, communicating and implementing a mid to long term strategy and a dynamic operational plan. Leadership of your team and collaboration with multiple stakeholders to drive high levels of customer satisfaction is imperative.

Our client is a leading engineering group that designs and manufactures automated connection and electrification systems.

- They want to contribute to a future world that is cleaner, safer and more efficient by providing innovative connection solutions for ships, aircraft and mobile equipment today.
- They thrive by shaping future expectations in the areas we are active in. Our credibility comes from our application expertise, dedication to innovation and world class operations. Our success rests on the core values we live by, Integrity, Accountability, Performance and Teamwork.
- Our client's personnel, located in some 30 countries around the world, represent a large number of cultures, and provide customers with local support, backed by the Group's global network of engineering expertise

Opportunities – With particular focus on the Ports & Maritime segment in the Europe region, the Services division is well placed to take the lead in developing and delivering on this unmatched business opportunity.

Customers – Existing customer industries include ports & maritime, airports and industrial applications

SUMMARY ROLE OVERVIEW

Reporting to the Vice President Services Division your role is to deliver on the agreed strategic intent, volume, growth targets for your assigned market. Key responsibilities are:

- Define and develop the long-term service sales strategy for the countries under the Service Centre responsibility (Norway, Sweden, Finland, Denmark, Estonia, Lithuania) in line with the Regional Vice-President's guidelines.
 - Support clients current Sales to promote, quote & sell service products.
 - Develop expertise to manage local service scope of work, including turn-key installation and commissioning of Cavotec equipment.
 - Grow and develop local field service capabilities
 - Procure, organize or develop tools, repair capabilities, supplies and spare parts in the service centre to meet market demand
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MAIN TASKS & KEY RESPONSIBILITIES

- Understand service market tendencies and the service potential from our clients and competitors' installed base in the countries under the Service Centre responsibility.
 - Support Area Sales Manager by being a subject matter expert for service, develop jointly capture plans for large projects and promote the sale of spare parts and standard services.
 - Support the Regional Vice-President in productizing service offering and ensure a standard service proposal is offered with every assigned project.
 - Ensure service KPIs, including revenue and EBIT, are met for the service centre.
 - Recruit and lead the field service resources attached to the service centre, ensure they are trained and certified and fully utilized on customer paid projects
 - Ensure full EHS compliance in the assigned area
 - Develop framework agreements with local supplier to support site project execution (lifting, scaffolding, cable preparation, HV testing, etc...)
 - Assess, develop, train and inspire service operation to achieve outstanding business results.
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KEY INTERNAL AND EXTERNAL INTERFACES

- Customers
- Service Regional Vice-Presidents
- Field Service Engineers and Technicians
- Sales Support
- Service Spare Parts Managers
- Service Product Engineers
- Area Sales Managers & Regional Sales Manager
- CoE Operations Directors

HARD SKILLS

- Mechanical and Electrical knowledge
- Business development
- Leadership
- Strategic planning

- Program and Project Management
- Sales forecasting
- Contract negotiations
- Financial management
- Customer focus

SOFT SKILLS

- Manage complexity
- Decisiveness
- Resourcefulness
- Ensure accountability
- Drives results
- Organisational savvy
- Persuasiveness
- Team player
- Manages ambiguity
- Resiliency
- Adaptability

QUALIFICATIONS

- Engineering degree or equivalent background required
- Previous P&L responsibilities would be an advantage
- Proven managerial experience
- Experience in negotiating international contracts
- Worked in a multicultural environment
- Strong interpersonal skills
- Excellent communication skills
- Fluent in English

KEY PERFORMANCE INDICATORS

- Service Centre revenue
- On-time delivery
- FS utilization rate
- Repair first time every time (Quality)
- EHS (Frequency rate, Severity rate, Near miss)
- Voice of Internal Customer (VOIC)

MOBILITY REQUIREMENT

Frequent travel is required