



## **Regional Ice Cream Sales Support Services Manager**

At Tetra Pak we commit to making food safe and available, everywhere; and we protect what's good – protecting food, protecting people, and protecting the planet. By doing so we touch millions of people's lives every day. And we need people like you to make it happen. We empower you to reach your potential with opportunities to make an impact to be proud of – for food, people and the planet.

### **Job Summary**

We are looking for a Regional Ice Cream Sales Support Services Manager who will:

- Fully support Market Operations within the Ice Cream Services Business (Parts, Maintenance, Upgrades, Training and Plant Components), including Consumables and Food Ingredients across the EMEA (Europe, the Middle East, and Africa) region, being the primary contact of the Sales Team
- Drive Ice Cream competence development across the region
- Provide sales support, technical support and coaching for local Markets when deep technical knowledge is required
- Participate in the Ice Cream Global network and work in alignment with the Business Stream Ice Cream Equipment

Please note that this is an Individual Contributor role with no Direct Reports.

You may be based at any Tetra Pak Processing Entity or Market Company within Europe, provided it is located in your current country of residence. Please note that we are not considering cross-border relocations for this role—the selected candidate will remain in their existing location.

### **What you will do**

As Ice Cream Sales Support Services Manager, you will:

- Define and agree on targets (KPIs) with Markets and support the preparation of the Ice Cream Operational Plan in accordance with specific growth objectives and aligned with the Services 3YP (3-Year-Plan).
- Follow up and analyse business results, identify actions to fulfil annual growth and profitability targets together with the Markets to secure growth objectives and penetration of Services Agreements into Account Plans.  
Provide technical and financial expertise in Ice Cream Services when required, in-depth technical knowledge, including supporting our Customers when it is needed. Provide sales support and coaching to local Market Services Teams. Ensure that local laws,

commercial policies, and Occupational Health and Safety (OHS) procedures are being followed.

Gather market information and capture Customers' pain points to support the development of New Services which are relevant for the Ice Cream Services Portfolio by participating in the process, executing pilots in the regions, and identifying new business opportunities to expand the Services business.

- Drive Competence Development to fully support current and future needs by being directly involved in the process. Support and coach the Markets across the region Support the deployment of the Ice Cream Services (Start-up offering, conversion of the Single Sales to Services Agreements, Remote Support, Virtual Training, Troubleshooting, Paper Wraps, Paper Cups, etc.) by providing the technical skills and business knowledge Support Marketing and Communication with content for Webinars, Sales Campaigns and Trade Shows.
- Coordinate global strategy activities with Global Account Customers and relevant stakeholders such as Market Operations, Customer Services Operations, and Customer Issue Resolution (CIR).

- **We believe you have**

5–10 years of experience in the Ice Cream business with strong foundations and solid knowledge in this business

- A Bachelor's degree or equivalent skills and experience is required, preferably in an Engineering, Food Technology, or Science discipline
- Working knowledge and expertise in the Ice Cream Sales Business and Customer Account Management
- High customer-focused mindset with good business and financial understanding Capable of managing complex stakeholders, both internal and external, at all levels of the organisation, making use of informal authority
- Strong communication and interpersonal skills to influence and negotiate with different people
- A fluent and clear communicator in English

**You should also be**

- Capable of thriving in a fast-paced and dynamic environment by being hyperaware, making timely decisions, and working in an uncertain business environment.
- Quick to learn and adaptable to change
- Willing to travel up to 60% of the time

**We Offer You**

- A variety of exciting challenges with ample opportunities for development and training in a truly global landscape
- A culture that pioneers a spirit of innovation where our industry experts drive visible results
- An equal opportunity employment experience that values diversity and inclusion Market competitive compensation and benefits with flexible working arrangements