

Global Service Manager

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Employee Type: Full-time

Department: Service

Reports to: President

POSITION SUMMARY

Responsible for leading the development and ongoing strategic management for global service functions including, but not limited to, inbound customer technical support, staffing, training and development, on-site service and performance analytics. In addition to providing the day-to-day strategic leadership of the centers, the position will be responsible for leading a redesign of our customer care center. This highly visible initiative involves transformation from a traditional technical and customer support organization to a fully serviced global center with world-class support across multiple channels.

POSITION RESPONSIBILITIES

- Designs, conveys and consistently reinforces World Wide Care and Support organization vision for achieving business strategy and goals.
- Identifies, champions, and directs world class customer care and support services globally.
- Maintain a field failure database to feed into manufacturing and engineering staff in a continuous improvement program.
- Monitor an inventory position that permit timely service repairs in the field.
- Maintain close contact with internal and external partners to obtain information regarding product performance, service requirements, customer requests and service conditions so that effective customer resolution and service can be achieved.
- Manages contracted global service partners.
- Manage support cases on a daily basis including verifying and prioritizing customer submitted cases, ensuring that cases are entered in a case tracking system.
- Ensures the development and execution of all training development and certification of customer care staff.

Southwest Recruiting Services

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- Mentors and develops staff in performance management objectives.
- Measure and improve field sales/service effectiveness.

Qualifications:

- Bachelor's degree. Technical degree or engineering degree to be considered.
- Managed a domestic-to-global services organization.
- 3-5 years experience supervising a team of 10 plus direct reports. Proven success in managing, delegating, training and coaching direct reports.
- Preferred knowledge of MRP systems and inventory controls.
- Strong background in cost controls and containment.
- Excellent analytical skills and good written and verbal communication skills necessary.
- Strong PC skills necessary.
- Organized with ability to prioritize and track many projects and requirements.