

YOU AIM HIGH?

THEN TAKE YOUR CHANCE FOR YOUR NEW DREAMJOB



Jetsam Service Management GmbH offers best-in-class after sales service management for consumer electronic enterprises. We cover all processes from technical support to service marketing and supply chain management on international level.

Take the challenge with us as pregnancy and parental leave replacement, starting immediately in Regensburg as

ON-SITE SERVICE DELIVERY EXPERT EMEA-REGION (M/F/D)

YOUR TASKS

- Selection and set-up of new notebook repair service partners for on-site service within the EMEA region
- Negotiations and contract management
- Supervision and out-sourcing of the service partners for EMEA
- Measurement of agreed on-site repair service KPIs
- Continuous improvement of service quality
- Analysis and optimisation of process flows
- Support the planning and implementation of customer projects

OUR REQUIREMENTS

- You have a University degree or a comparable qualification
- You have at least five years of professional experience in service management
- You combine a proactive, independent and analytical-conceptual way of working and thinking and have a strong service mindset
- We expect a high quality of work, reliability and willingness to perform
- You are confident in the use of Microsoft Office tools and Windows operating systems
- You bring outstanding language skills, both written and spoken in English and German, further languages are always welcome
- You have excellent communication and teamwork skills
- You enjoy working in an international environment

WHAT WE OFFER

- Interesting and varied tasks in national and international projects
- Flat organization
- Modern and flexible working methods
- Opportunities for further training
- Flexible working hours and mobile working
- Fresh fruit, good coffee and water - free of charge
- Modern workplace in the west of Regensburg plus a soccer table
- A friendly, dynamic and international team

Are you interested in this challenging position in a modern and internationally oriented company? Then we look forward to receiving your application by e-mail with the relevant attachments, stating your salary expectations and earliest possible starting date.