



JOB CODE: GSJ-O-210428-070

Service Account Manager 包装機械のサービス・アカウント・マネージャー

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医薬品や化粧品などの包装梱包機械分野のリーディングカンパニーであるドイツ企業が、サービス・アカウント・マネージャーを募集しています。

THE COMPANY

The company with its headquarters in Germany, teams with its subsidiaries to design and build packaging equipment for pharmaceutical, consumer, non-woven, and life science products - from single standard machines to complete complex turnkey systems. They are the worldwide leader in packaging technologies for many fields. Founded in 1922, the family owned, and operated business is in its third generation with a global turnover of around Euro 420 m and employs a workforce of 2.650 at its 19 international sites. An export share of over 85% is indicative of the company's international standing. In the branch of consumer machinery, the company develops and implements a comprehensive range of equipment, from single standard machines to complete systems for the food, cosmetics, and chemistry industries, with additional features such as robotic handling and assembly, cartoning, plastic bag packaging, and cleaning and hygienic functions, depending on the specific application.

For the local support of their customers' site in Tsukuba (Japan) we are searching a Service Account Manager.

KEY DUTIES

1. Installation and maintenance of the company's machinery at our Japanese customer and trainings at customer site.
2. Responsibility for assigned customer in Japan as Service Account Manager who is keeping close connection and pro-active communication with the customer directly on site for good support including commercial clarifications and technical advice by all communication channels.
3. Lead of the service team in Japan on customer site which includes communication, planning and organization of technical services, coordinating schedules, controlling operations and all activities of the service team.
4. Key contact person for the team in Germany and the customer throughout the machine installation process, during the after sales period and for any issues arising on site.
5. Communication about resource planning with headquarters in Germany.

6. Recording and evaluation of customer requests with regard to probability of realization, keeping a list of open items (LOP) including all issues arising on customer site and clarification of these points.
7. Responsible for service reports from Japan to headquarters in Germany.
8. Development of customer-specific solutions, if necessary, with the involvement of the specialist departments at German headquarters.
9. Active selling of service products, acceptance of rebuild and format set orders as well as content and commercial review of purchase orders in accordance with the associated quotation.
10. Creation of parts lists, spare parts offers and quotations in English based on customer inquiries including procurement of all necessary information, completion of necessary checklists and the upstream calculation by using calculation tools and documents with administrative support from Japanese back office.
11. Organizational processing (planning and monitoring) of rebuild and format kit orders in the service area including provision of all necessary information for order creation and processing in the specialist departments including initiation and tracking of change controls.
12. Organization, preparation and execution of assemblies, inspections, maintenance, and on-site repairs including pre- and post-project meetings with the involvement of the necessary departments and the follow-up of open points arising from the project.
13. Support of the project management department in Germany with the calculation and processing of supplementary orders which, due to the progress of the project, can no longer be processed via the main order, using LOP as a tool.
14. General and job-related customer visits.
15. Representing the company at trade fairs.
16. Review of service agreements.
17. Professional reporting to the Director Service of the Consumer division in Germany.

QUALIFICATIONS/SKILLS

1. Graduation from relevant studies in Mechanical or Electrical Engineering.
2. Minimum of 5 years' experience with high tech mechanical equipment in Japan as well as a long-term commitment to the company.
3. Industry experience as a Project Manager, Sales or Service Account Manager, preferably as a mechanical engineer in a semi-sized company in the packaging or automotive industries.
4. Additional know how in sales is helpful.
5. Ideally strong trouble-shooting skills and experience in machine maintenance, both mechanical and electrical.
6. Ability to read maintenance manuals, wiring diagrams, and electrical/hydraulic/pneumatic drawings.
7. High proficiency (business level) of English in written and verbal communication.
8. Ability to work both in a team and alone, organise service activities and goodtime management.
9. Ability to work under pressure and towards targets with a hands-on-mentality in order to analyse and solve machine troubles and explain/consult about the after care of the supplied machinery.
10. Ability to operate a computer, regular media skills are required.
11. Strong interpersonal and communication skills including intercultural competency and knowledge of the different mentalities (European suppliers).
12. Strong service mentality, focus on customer care and proactive personality.
13. Willingness to work in the international business environment with the Japanese customers and the team at headquarters in Germany.

14. Assertive, decisive, and dynamic personality.
15. Mature personality.
16. Willingness to travel within Japan and overseas.
17. Driver's License.

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Employment Type: Full-time

Position: Service Account Manager

Location: Tsukuba, Ibaraki

Remuneration: JPY 8 - 10 m (The annual compensation is fixed and will be based on qualifications and experience.)

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