

Job Description

Function#: 13.06
Release date:
1 van 1

Technical Services Manager China

Page

Content of the job

The Technical Services Manager China is responsible to build and maintain a Technical Services department and service network in China. The development of the technical services network needs to be in line with business development China as described in the business plan for China.

Main tasks

General

- Builds up a technical services department in China. Main responsibilities for the Technical Services is to give the following support customers, distributors and dealers:
 - Application Development
 - Technical Hotline Support
 - Localise training materials and execution of Technical Training
 - Development and maintenance of Technical Documentation
 - Field support
 - Analysing and judgement of warranty claims.
- Select and educate/coach technicians for the technical team
- Build up and maintain a network of dealers and service points in the region to install and service our customers.
- Recognizes important developments and trends in the market and converts them into innovative solutions.
- Executes the quality policy.

Policy

- Develops, implements and controls a global technical services strategy and policy.
- Increases customer loyalty by providing excellent applications and technical services
- Stimulates a zero defects strategy to all of the business processes
- Encourages and supports the employees to develop their skills and abilities to improve the overall strength of the company.

General job requirements

- Capable to manage an international network, by communicating on a daily basis with the headquarter and with Technical managers of other Webasto country organisations
- Excellent organizational capacities
- Excellent communication skills in Chinese and English
- Strongly self motivating and capable to function in a team and as a leader of a team.
- Strong responsibility for his actions and the consequences of these actions for the company in general.
- Strong commercial perception.

Competences

- Competent to appoint employees for the technical services department and judge them.

Requirements concerning education and experience

- A technical education on an academic level.
- Hands-on experience
- A good control of the English and Chinese language.
- Knowledge and skills to work with Microsoft Office Professional
- Minimum experience of three years in a similar job.