

Customer Care Manager - Fish

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Company: Marel

Location: Aarhus

Category: office-and-administrative-support

Are you proud of what you did today? Our Customer Care Managers are.

As our new Customer Care Manager you will be overall responsible for the relationship and management of the customer portfolio related to our install base in Fish Division. Your customers will be located in Denmark, Finland, Sweden and Faroe Islands. You will act as a trusted advisor for the customer and pro-actively work to build and maintain the customer relations. This includes analyzing and delivering performance information, knowledge & advice with recommendations for solutions to the customer's needs and expectations for uptime, performance, reliability and cost of ownership.

A key part of your role is to meet with customers. Up to 80 travel days pr. Year must be expected.

This position is located out of either Aarhus, DK or Støvring, DK.

What you'll be doing

Be the customer advocate and trusted advisor for the customer in their focus market

Optimize customer relationships by building trust through frequent customer visits and communications

Negotiate agreements with customers in relation to after market sales such as upgrades, service contracts or SLA's.

Analyze customer performance and needs, identify opportunities and translate this into proposals of solutions for the customer

Work closely together with various internal stakeholders and Sales to manage the business with the customer and drive customer satisfaction

Analyze customer, market and competitor data and translate this information into valuable feedback for the service organization and other relevant functions within Marel

Who are we?

We are a team of problem-solvers from all over the world, proud to be working on transforming the future of food. As world leaders in advanced food processing solutions, we can contribute to creating a world where quality food is produced sustainably and affordably – but we need a Customer Care Manager to help us get the most out of this opportunity.

What's in it for you?

There's nothing like the feeling you get when you do something worthwhile for a living. That said, coming home from work knowing you made a difference is just one of the great things you can experience at Marel. You can expect:

Freedom to take initiative and make a real impact in a growing global business

Recognition for your achievements

Clear objectives and realistic demands

Access to decision-makers and a global network of specialists

Space to explore and learn

What kind of a person are you?

We encourage each of our 7,000+ employees to bring their unique self to work and aim to make everyone feel recognized, valued and free to explore their potential. We're committed to creating an inclusive culture and welcome new colleagues from all walks of life. To be successful in this role, you have:

Experience with a customer facing role within Sales of services, SLA's or capital goods, with a couple of years' experience in this or similar position – Preferably with experience from salmon processing industry.

A degree in engineering and/or Business Administration in combination with commercial experience

Excellent communication skills and the ability to work in a multi-discipline team environment

A commercial and service-oriented mindset

Strong communication skills in Danish and English – both spoken and written.

Interested?

If you also want to feel proud of what you do every day, then Marel is the right place for you.

We look forward to receiving your application via the “Apply” button below. We conduct interviews on an ongoing basis and close the position once we have the right candidate.

If you have any question, please get in touch with our Talent Acquisition Specialist, Dorthea Bülow on . Please note that applications send directly via mail will go unanswered.

#LI-DB1

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