

Field Service Manager

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Company: Sakura Finetek Europe BV

Location: Brøndby

Category: other-general

Why Sakura?

██████████ to diagnosing cancer, there's no time to wait!

At Sakura, we're driven by our desire to advance cancer diagnosis through fully automated anatomic pathology and by providing our partners with best-in-class innovations, quality and customer care. All to deliver quick and accurate diagnoses to cancer patients for an optimal patient journey.

What we do:

██████████ our pathology professionals all over the world by providing integrated solutions to deliver accurate & fast diagnoses of cancer, to optimize treatment success for each life we touch!

The opportunity:

██████████ the leader with a strong technical background, excellent people management and communication skills, we invite you to apply for the position of Manager Field Service at Sakura Finetek.

Our people are the key to our success!

Inspiring the Field Service Engineers, coaching them, building a strong team based on individual strengths, ensuring a safe environment built on trust, positive conflict, commitment and accountability is vital.

You will take care of our Field Service Engineers in Sweden, Norway, Denmark, the Netherlands, Belgium and Finland & You will be responsible for mentoring the team,

ensuring the successful delivery of technical support and services to our valued customers by developing & implementing strategies, to continuously optimize field service operations and improve customer satisfaction, in collaboration with cross-functional teams to drive innovation in service delivery.

Key responsibilities:

Define and implement the local Service Strategy in line with the Sakura European Customer Support Strategy.

Manage the performance of the team to achieve individual and company goals.

Coordinate, coach, develop and motivate our Field Service Engineers.

Develop field service processes in close cooperation with the head office.

Responsible for the spare parts Stock.

Responsible for installation planning, preventive maintenance and corrective maintenance.

Stay informed about new developments, improvements and regulations of Sakura products & processes. Ensure their implementation in local practice.

Manage, coordinate and monitor all aspects of planned and ad hoc maintenance within the area of responsibility.

Achieve the personal and team goals formulated at the beginning of the fiscal year.

Provide timely and appropriate reporting & participate in various project teams.

We perfectly match if you

have a University degree with a technical and/or engineering specialization.

have +5 years of experience leading an international field service team (medical diagnostic instrumentation is a plus).

have a strong people management and leadership skills.

have a hands-on approach and a can do mentality.

and you

have an excellent command of English, both written and spoken.

have a good presentation, communication and negotiation skills.

are customer oriented, easy to connect with & able to make an impact at all levels.

are flexible to travel within the region.

We offer you:

An attractive salary package, including a bonus & more benefits.

Company car.

Laptop & mobile phone.

And last but not least, a great job opportunity where you have full ownership of your work & recognition of your achievements.

The invitation:

honestly and open. We believe that the development of our people enables the company's growth.

By joining us, you will be part of:

An inspiring community with a mission that matters *"advancing cancer diagnostics"*.

Our International organization who's led by a supportive & inspiring management.

A financially healthy & privately owned company.

To learn more about Sakura, please visit our career page & follow us on LinkedIn.

**Acquisition in response to our job postings is not appreciated. This means that we think we can find a suitable colleague on our own.*

**Please note that we don't offer sponsorship visa. Only candidates with valid EU work visa will be considered.*

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