# **Denmark Jobs Expertini®**

# Service Supervisor

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Company: BAADER Food Systems Denmark A/S Location: Trige Category: other-general

#### Service Supervisor

BAADER Poultry is a world leading poultry processing equipment supplier offering solutions that help poultry plants worldwide optimize the value of each bird being processed by providing quality in all phases of processing. Our portfolio ranges from live bird handling to packaging and dispatch – from carcass care to customer care.

BAADER Poultry is the center of poultry processing know-how within the BAADER Group. Our sales and service structure is represented by subsidiaries and agents throughout the world.

#### The Job

BAADER is currently looking for an enthusiastic and dedicated service supervisor / technician to join the Global service department to support and service our customers in the global market. Within this position, you will have the opportunity to gain an in-depth knowledge into all service, installation and support aspects of the BAADER Poultry division, working within the international market. This position will involve worldwide travel over extensive periods when required to ensure a close relationship is kept with customers delivering service, installation, and support tasks.

As service supervisor / technician you will be responsible for ensuring quality service and support are delivered to customers and following up on customer service and spare parts requests. You will also be responsible for ensuring reporting and future leads are delivered to the relevant departments within the BAADER organisation to ensure customers receive best in class service.

Another key area in which you will be expected to operate is in the selling of new and renewal of service agreements; to allow customers peace of mind knowing their equipment is being maintained to the best possible level.

Within this position, you will report directly to the Global Service and Installation manager.

# Your future tasks will include:

3rd level phone support guiding customers in trouble shooting and root cause analyses of reported issues.

## Servicing of equipment

Service Audits documenting equipment reports, for service requirements spare parts and required adjustments.

Planning and execution of service initiatives towards single customers.

Sales and producing service agreements

Installation and commissioning tasks

Training of customers employees in the operation, cleaning and maintenance of BAADER equipment.

# Your qualifications, experience and personal skills:

You probably have a technical or industrial background, however, if you have experience as a service technician we would like to hear from you as well.

Technically minded

You thrive on extensive travelling

Experience in Microsoft office packages

Oral and written English (to a high level) company language

SAP experience (preferred)

# Personal qualifications:

Strong organisational skills

You are structured and committed

You thrive in an extrovert role where the customer is always the centre

You are honest and reliable

You take pride in delivering high quality and pay attention to detail

You are calm in stressful situations with focus on the goal

You have an open, service-mind and accommodating personality

You possess a strong drive and manage yourself on all levels

You enjoy intense days with many interconnecting tasks.

## We offer:

An exciting and challenging position where you will be given independent responsibilities and great opportunities to bring forward solutions to the "team". You will very much be able to develop your professional and personal skills. The salary will be negotiated individually to match your qualifications.

You will be part of a global company on the move and will be part of a team with engaged and skilled colleagues.

The position is located in Scandinavia.

Further information and application We look forward to hearing from you. Application BAADER

Rikke Mølgaard Tel:

# **Apply Now**

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