



Service and After Sales Manager

Repulping Technology GmbH & Co. KG is a CleanTech company and offers integrated closed-loop solutions for the recycling industry. The company operates as a Turnkey-Provider up to the realisation of sustainable plant engineering projects in the recycling economy value chain.

We tackle this problem: Closing the recycling loop by returning “delicate” fibre materials (incl. paper-adhering materials like plastics or aluminium) back to the loop on a more efficient way or even completely. A further advantage: the more efficient dissolution of conventional recovered paper sorts in comparison with the state-of-the-art. The procedure is based on a physical process without the use of chemicals.

We are seeking a service-oriented colleague who will establish long-term customer relationships in the segment of After Sales Services.

Your strengths and experiences:

- University degree in mechanical engineering or process technology; alternatively, a successfully completed apprenticeship as a technician, master mechanic or craftsman, technical business economist, paired with service experience, is also possible
- Experience in the service management of technical and procedural plants
- Ensuring and improving customer satisfaction and development and optimisation of the service portfolio
- Experience in the elaboration of service contracts and individual service concepts for customers
- Your strength is a professional work method:
 - Ability to work independently and good organisational skills,
 - A positive mentality in interactions with customers and suppliers,
 - Knowledge of technical English,
 - Proficiency in the fields of IT, business infrastructure and MS Office,
 - Excellent self and time management,
 - Outstanding written, verbal and client-oriented communication skills,
 - Entrepreneurial mindset,
 - Best work results even under a high work load,
 - High attention to detail and focus on fact-based decision making.

Your duties:

- Responsible for structuring and further developing the segment “Services and After Sales”
- Active customer support in the case of reclamations or service calls
- Independent service management from the economic and sales-oriented point of view
- Definition of service products and coordination of international service calls including quotation elaboration and tracking, order processing, customer visits
- Continuous optimisation of service processes and reduction of service and warranty costs
- Responsible for the elaboration of service and maintenance contracts and concepts



- Acquisition of new service partners with suppliers
- Acquisition of new service and maintenance contracts with customers
- Close cooperation and coordination with other segments; in particular Product Management and Project Implementation
- Regular reporting of After-Sales services to Management
- Billing of service activities
- Business trips within the country and abroad

Advantages for you at Repulping Technology:

Together we will create sustainable benefits for the environment, for our team and, last but not least, for our clients. In doing so, you will actively help shape the recycling economy of tomorrow related to flows of fibre-based recyclables already today. We offer you short decision-making processes, an extraordinary flexibility, variable remuneration, mobility support, team work, home office and many more small and large advantages. The work location is 86551 Aichach or, alternatively, Dresden.

Contact:

Have we awakened your pioneering spirit and you would you like establish new environmental technologies in the recycling markets? Then please send your formal application documents with specifications regarding availability and salary expectation to:

u.neumueller@repulpingtechnology.com

We look forward to hearing from you!

Repulping Technology GmbH & Co. KG - www.repulpingtechnology.com