



THE POSITION

Lambert is looking for an After Sales & Service Manager to head up and lead our new After Sales & Service Team to deliver the After Sales service portfolio, develop customer partnerships and establish a successful and sustainable revenue stream.

POSITION:
After Sales & Service
Manager

DEPARTMENT:
After Sales

TYPE:
Full Time

LOCATION:
Lambert
Station Estate
Tadcaster
North Yorkshire
LS24 9SG
United Kingdom

RESPONSIBILITIES

- To take complete authority for the global after sales and service operation.
- To take full line management responsibility for the team.
- To deliver 100% customer satisfaction and ensure aftersales projects are completed to the required schedule, quality and within budget.
- Act as primary point of contact for customers for after sales.
- Develop strong, productive working relationships with customers at all levels.
- Recognise opportunities in all areas of After Sales Service.
- Define, develop and deliver effective After Sales Services processes to our customer base.
- Deliver a departmental performance in line with a "right first time" culture.
- Develop, implement, monitor, evaluate and adapt After Sales Services delivery/
- Innovate and develop lean operational strategies.
- Manage the commercial aspects of contracts
- Working with internal and external stakeholders to implement changes in systems and processes to the benefit of the customer.

DESIRED SKILLS & EXPERIENCE

- Ability to manage multiple shifting priorities, demands and timelines simultaneously.
- Experience of after sales and service within an Automation environment.
- Must be a Solution Provider.
- A sound technical maintenance knowledge within an Automation environment.
- A strong communicator and relationship builder with proven experience in gaining buy-in from stakeholders.
- A proven high level of commercial awareness.
- A natural leader self-starter with the flexibility to travel in the UK and overseas when necessary with extensive experience within Services, Operations or Technical environments with recent experience at a managerial level.
- Ability to interact effectively with a people from different cultures and nationalities.
- Experience in delivering an effective After Sales Service in a high pressure manufacturing environment.
- Proven track record in customer service and CRM for aftersales including managing returns and customer complaints.
- Experience as a professional after sales manager capable of promoting the organisation and product range across the UK and overseas and who can demonstrate previous success and experience gained in both a strategic and practical environment.
- Experienced in controlling contractual scope change and managing the commerciality of customer requirements.
- IOSH Qualification
- Understanding of PUWER

THE PERSON

- We are looking for someone who is HNC/Degree qualified in a relevant engineering discipline
- You will have the ability to drive forward and manage multiple projects to successful completion.
- You will have strong organisational, time management and commercial skills and thrive on hitting project milestones.
- You will be able to demonstrate leadership, excellent communication skills, strong commercial acumen and negotiation skills and the capability to build strong, long-term customer relationships.
- A good understanding of configurable programmable industrial PLC systems and experience in sales or marketing high technology and/or aftersales products to the manufacturing industry will be an advantage.
- Developed IT skills – (MS Project and MS Office essential) and line management skills are essential.

Closing date: 30th October 2017

If you would like further information or details of the full job description please contact HR. If you wish to apply please forward a copy of your CV together with a covering letter to hr@lamberteng.com. It is your responsibility to advise your current line manager of your application.