

Among PU machinery and plant manufacturers, the Hennecke GROUP enjoys worldwide reputation as being the company with the broadest product range and highest quality. Our expertise and equipment portfolio covers virtually all fields of PU applications. For more than 70 years, Hennecke has been driving innovation in PU technologies that have gained worldwide acceptance and acclaim - in close cooperation with polyurethane processors around the globe.

For the North American territory based in Bridgeville, PA we are looking for

Director of Service

The Director of Service position is responsible for monitoring and controlling the overall Service team and supporting the worldwide Hennecke 360° Service strategy.

Main responsibilities include:

- Lead and Manage the Technical Service, Spare Parts and Service Sales Departments while following the core values of the Group.
- Responsible for driving the service team to achieve & surpass sales, profitability & business goals and objectives.
- Maintain & monitor staffing levels, knowledge and skill Levels as well as expectations & motivation to fulfill organizational requirements for Customer satisfaction.
- Support the planning and prioritize resources per customer, employee, and organizational requirements.
- Evaluation of KPIs and escalations process to develop customer retention and resolve customer issues.
- Responsible for the measurement and effectiveness of all processes internal and external. Provides timely, accurate and complete reports on the operating condition of the Service Department
- Develop local marketing communications & implementation of effective growth strategies & processes in line with Global Service standards, including local digitalization efforts.
- Supports the project business and interacts with all departments (Sales, PM, Accounting, Production etc.)
- Collaborate with the President & the Global Service Director to develop & implement plans for the operational infrastructure of systems, processes & personnel, budgeting/forecasting, designed to accommodate the growth objectives of the organization

Requirements include:

- Bachelor's degree in Engineering, Operations Management, a related technical field, or equivalent work experience.
- More than 10 years' experience in Polyurethane or capital equipment service experiences
- Management and Leadership experience based on global business environment
- Strong background in outlining and reporting of forecasting and budgeting.
- Must have experience with direct customer contacts and key account management
- Good technical and process knowledge. Hands-on attitude
- Experience with proactive spare parts sales and spare parts inventory Management systems
- Working knowledge of IT/Business infrastructure and MS Office. Microsoft Dynamics experience a plus
- Ability to think methodically, prioritize and follow up on multiple tasks simultaneously
- Ability to work under tight schedules and drive projects with high speed
- Experiences with MS Project and Work Management solutions
- Travel mainly domestically and internationally can be up to 35%
- Experience with international quality system rules, regulations, including planning and implementation.
- Fluent (oral and written) in German a plus
- Experience in Lean manufacturing or lean tools. Lean or Six Sigma certification desired
- Experience in working in a Safety Committee and knowledge of required record keeping.
- Leadership experience in a Service environment with Global locations.
- In-depth mechanical aptitude in capital equipment (plastics or polyurethane experience a plus)

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Benefits:

- Competitive salary commensurate with qualifications and experience.
- Comprehensive benefits include Medical, Dental and Vision insurance, 401(k) with Company Match, Life, AD&D, LTD and STD insurance.
- PTO and Holiday Programs
- Professional Development/Training including Tuition Reimbursement
- Flexible hours
- A new and dynamic work environment.
- Fitness Center on site

Here's YOUR opportunity to capitalize on a genuine career opportunity! If you are a motivated, high energy individual who is looking to take the next step in their career, apply now! Feel free to use our online application:

<http://www.hennecke.com/us/company/career/application>

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