



Brüel & Kjær Vibro
a spectris company

Head of Global Customer Support & Inside Sales (f/m)

Brüel & Kjær Vibro is the leading independent supplier of protection and condition monitoring solutions for rotating machinery. Our worldwide network of branch offices and representatives strengthens our coverage and position in all strategic markets.

To strengthen our customer relations by improvements in enquiry and order-handling processes, we will introduce a “one face to the customer” model including everything from handling an enquiry, preparing a quotation, and thereafter receiving, entering and acknowledging of customers’ purchase orders.

Your tasks

- Define rules of engagement and build-up transparent processes for enquiry, orders handling
- Implement mistake-proof, dependable and efficient processes in the newly formed Customer Support Organization, providing first-class experiences to customers
- Create a heightened sense of urgency within our customer-support team to delight the customers (internal and external) with proactivity and responsiveness
- Demonstrate and build a culture of proactive red-flagging, while carefully managing expectations with a win-win strategy for our customers, partners and representatives
- Provide leadership, motivation, suitable training and guidance to the newly structured Global Customer Support Team
- Create a highly customer-centric work culture and secure compliance with Company policies, Export regulations
- Ensure that customer and channel-partner enquiries and information requests are always replied-to swiftly and with a high-quality fashion with suitable urgency when necessary
- Ensure coordination between diverse company functions when required
- In consultation with Sales leadership and with Finance support establish suitable tollgates for risk management in the quotation and order handling processes
- Develop customer support centric KPIs related to response quality, quantity and timeliness for enquiry processing, orders processing and technical support

Your profile

- Commercial and/or technical education in Science or Business Administration or comparable
- 5-10 years on the job experience, with a minimum of 3 years in a supervisory role
- Solid experience in handling terms and conditions and functional knowledge of contracting and negotiating processes, especially SAP processes
- Interest and working knowledge concerning Export Control matters
- Proactive, customer-oriented, self-motivated personality with a passion for excellence
- Ability to motivate and lead people
- Work requires willingness to work a flexible schedule and undertake some travel (< 20%)
- Excellent language skills in German and English

An extensive hand-over from the current job owners will be ensured. In addition, we offer flexible working times, a compensation package in accordance with the responsibilities and an engaging and exciting work environment. Please send your application via email to: Career@bkvibro.com



www.bkvibro.com

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