

Service Operations Manager

- Permanent role, excellent salary package based in Sydney
- Global leading supplier of web and sheetfed offset presses

manroland Australasia Pty Ltd is owned by manroland web systems GmbH in Germany, the world's second largest printing systems manufacturer and the world's market leader in web offset printing and is a Service & Support Agent for Manroland Sheetfed GmbH.

As a Service Operations Manager you will lead, develop and motivate the Technical Service team. This role will see you building strategic relationships with the key stakeholders within our webfed and sheetfed customers, ensuring the business understands their ongoing requirements and identifying opportunities to help them improve productivity in addition to ensuring excellent customer service is maintained.

This role reports to the technical director. The role will provide an opportunity for the successful applicant to experience being part of an exciting development in our service organisation.

You will be able to build strong business relationships with customers, peers, direct reports and provide effective leadership.

You will have proven commercial experience in terms of assisting a business increase its revenue through improving sales and service, while reducing operating inefficiencies.

You will, preferably have a background in the offset printing industry and work effectively under pressure with our customers and their deadline critical presses.

This is a fantastic opportunity to join a successful growing business.

Key competencies required

- Strong Problem Solving Skills
- Strong mechanical aptitude
- Effective communication skills, written and verbal
- Strong knowledge of Microsoft programs (able to perform basic calculations using Excel tools)
- Customer focused

On offer is a tailored salary package for the right individual.

If you have working rights within Australia, please send your resume and covering letter through the link attached. If you require further information or would like to discuss this role further please contact Allison Whitelaw on 02 9645 7900 or email allison.whitelaw@manroland-web.com

All applications will be treated in strict confidence.