

YOU WANT TO CHANGE PEOPLE'S LIVES?

We at DIH do this every day.

DIH is founded with the mission to transform lives and inspire caregivers and patients through leading intelligent products & systems. With game-changing and innovative technologies that improve human movement therapy for millions of patients around the world.

Join us and become a part of the global leader to define the therapy standards of tomorrow.

SERVICE MANAGER EMEA REGION

based in Switzerland or Slovenia

ARE YOU INSPIRED BY...

- leading support teams and field service engineers in multiple locations to deliver high value services to our customers
- being responsible for +4 Mio CHF service revenue and the management of the SLA pricing, marketing and sales
- overseeing the scheduling and dispatching of the local field service teams for installations, maintenances and repairs
- assuring high level service training and skill management within your teams
- managing the collaboration with distributors and their service and support involvement
- working with global functions to implement new ERP/CRM systems for EMEA services
- overseeing the EMEA services KPIs and develop concepts

and strategies to continuously enhance our customer service and customer satisfaction

- assuring the proper implementation of, and compliance with all service processes and the quarterly management reports

WE MATCH WITH CANDIDATES WHO...

- enjoy working in teams and discussing challenges in interdisciplinary settings
- are able to integrate teams and lead constructively transition processes
- like to contribute proactively to the company's objectives and strive to achieve the tasks given under tight timeline
- are a good communicator with natural leadership skills and high customer orientation

- are willing to travel on short notice to meet customers and partners
- are motivated to learn, to contribute and to bring your team forward every day

YOU HAVE...

- experience in the management of a technical support and field service organization
- excellent command of English, other languages (German, Dutch) is an advantage
- Bsc or Msc in engineering or equivalent technical education or experience
- ability to travel 30-60% as needed within EMEA region
- passion to work in an international environment and lead a dynamic organization
- distinctive quality awareness

Leading. Innovative. Reliable. Human. Integrity. Passionate.

That is what DIH stands for.

What do you stand for?

For information on our different brands, please visit our websites

www.hocoma.com

www.motekforcelink.com

To be considered as an outstanding candidate, please include your **compelling motivation letter** with your application that points out why you match with us, and send it together with your resume to personal@hocoma.com. Ms. Helene Teuscher, Tel. + 41 (0)43 444 22 00, is glad to answer your questions.