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FOR OUR VACANCIES!

## GLOBAL HIGHTECH TEAMWORK

The Hauzer Group is an international high-tech organization, with nearly 230 employees and branches in Venlo, Barcelona, Yokohama, Shanghai and Olten. At our home base in Venlo, we develop and assemble plasma coating systems with vacuum, sputtering and arc evaporation technology, that find their way around the globe, to customers with notable names. At this medium-sized company, lines are still short and you can make a difference. Hauzer was founded in 1983 and became part of the Japanese IHI Group in 2008. The IHI Group is a group of up to 210 companies totalling over 29,000 employees.

# DIRECTOR OF GLOBAL CS

### WHAT CHARACTERIZES THIS JOB?

In this new role you will define and execute a global Customer Support strategy for the Hauzer Group. You will organize, set up and manage CS into a globally aligned service organization for Hauzer Venlo, Shanghai and Yokohama & Bernex Olten. You will create synergy with other IHI Group companies.

You will be ultimately responsible for our CS activities such as breakdown support, troubleshooting, planned support and sales of spare parts, services and maintenance contracts. You will identify objectives, strategies and action plans to improve short- and long-term support services, sales and earnings. You will be P&L responsible for global CS.

Topics you will work on among others will be spare parts sales strategy, Customer portal, service & maintenance strategies and global warehouse & stock management. As representative of Hauzer you will also join network events, technical conferences and trade shows.

You will report directly to the Hauzer Group CEO and you will be part of the management team. You will directly manage the Managers CS of Hauzer Venlo & Bernex Olten.

### WHAT DO WE ASK?

- A technical or business master degree or higher;
- At least 5 years of experience in setting up/managing a global CS or technical sales organization;
- Experience in selling PVD/CVD equipment or another high-tech high value capital investment product;
- A strong customer focused approach;
- A positive role model and good communicator;
- A creative networker and people manager;
- Excellent command of the English language;
- Willingness to travel worldwide when needed (30–40%).

### WHAT DO WE HAVE TO OFFER?

Apart from good primary and secondary conditions, Hauzer offers an environment with room for personal development and initiative while working in an enthusiastic and dedicated team of colleagues who strive for quality and innovation.

# HAUZER

### INTERESTED IN THIS VACANCY?

Please send your cv and motivation by email to IHI Hauzer Techno Coating, Petra Vermeeren, HR Manager, [pvermeeren@hauzer.nl](mailto:pvermeeren@hauzer.nl)

See [www.hauzer.nl/careers](http://www.hauzer.nl/careers) for our Privacy Policy for Job Applicants.

IHI GROUP