



We are a company with more than 30 years of experience in developing, producing and supplying measuring, testing and automation systems.

Under the name APS Antriebs- Prüf- und Steuertechnik GmbH, we implement the most modern and innovative testing systems, often with customer and application-specific special solutions, for geotechnical investigations and material testing. Our business units stand for this with the brand names "Wille Geotechnik" for geotechnical applications and "APS Adaptive Solutions" for the industry.

Our national and international projects are mainly in the fields of renewable energies, wind power, geothermal energy and heat storage or comparable applications, with a close connection to current research topics.

Our national and international customers include recognised universities, colleges and private test laboratories as well as industrial companies.

To reinforce our service team we are looking for a

Team Leader for our After-Sales and Service Department (m/f/d)

Your tasks

- Structural and organisational development of the After-Sales and Service department
- Preparing and coordinating maintenance contracts and/or quotations for calibration, training, service and repairs
- Planning appointments and capacities for external customer service, training and maintenance as well as their verification with regard to deadlines.
- Planning and coordinating installations and commissionings at the customer's site and preparing the acceptance protocol
- Preparing and supporting the creation of training documents
- Planning and handling technical acceptances at the customer's premises
- Participating in project meetings

Your responsibilities

- You are responsible for the managing and processing worldwide after-sales and service orders
- You are the main contact person for our customers and our internal departments for service projects
- You are responsible for the cross-departmental management and coordination of maintenance and after-sales orders as well as customer complaints, taking scheduling, costs incurred, project clarification and contract conformity into account
- You lead decisions for demanding, technical and commercial issues

1



- You follow up on claim management as well as identify and evaluate risks in the project and counteract them with solutions / action strategies
- You take over the preparation of the claim report for the customer

Your profile

- We are looking for a responsible, goal-oriented personality with strong negotiating skills, assertiveness and a solution-oriented approach
- You have a degree in mechanical engineering, electrical engineering, mechatronics or industrial engineering, or comparable training with experience that enables you to perform technically complex tasks
- You have already gained professional experience in the areas of after-sales and service processing in an international customer environment and you know how important customer satisfaction is in this context
- You are a communicative team leader who understands how to develop the after-sales area and help shape our company's development
- You have a business fluent command of English and are confident in using the current MS Office products
- You are willing to travel internationally

Your prospects

- A high degree of creative freedom in a medium-sized company that is being actively developed and professionalised
- A pleasant, modern and dynamically developing working environment in a family-like corporate culture with flat hierarchies and short decision-making paths
- A corporate culture with international diversity in mixed teams and exciting, varied projects
- An area of responsibility with a future-oriented task, combined with performance-related remuneration
- Family-friendly working environment with flexible working hours

Your benefits

- Flexible working hours
- Holiday entitlement of 30 days
- Support for capital-forming benefits
- Free drinks
- Possibility of e-bike leasing
- Possibility to use home office



Your contact person

Would you like to find out more? Or apply directly!

Berndt Büsterfeld
Phone: +49 (0) 551 30752 -0
E-mail: bbuesterfeld@wille-geotechnik.com

Your contact

Please send us your complete application documents, stating your possible starting date, to:

APS Antriebs-, Prüf- und Steuertechnik GmbH
Human resources
Götzenbreite 12
D-37124 Rosdorf / Göttingen
Germany
Brand: Wille Geotechnik®
<https://www.wille-geotechnik.com>

By sending us your application, you agree to the use of your personal data on the basis of the data privacy information on our website.