



Güdel, Inc. is currently looking for the following position at our US location in Ann Arbor, Michigan:

## Customer Service Manager

Güdel Inc. is the US subsidiary of Güdel Group AG, a global manufacturer of robotic automation products, systems, and services. Güdel supplies motion enabling components, linear motion modules, robot track motion units, gantry robots, and related automation solutions to OEM's, systems integrators, and machine builders serving the automotive, aerospace, construction, logistics, heavy industrial, and power generation industries.

Güdel's USA headquarter is located in Ann Arbor, Michigan, providing North American customers with engineering, design, production, installation, and customer service support. Güdel Group AG was founded in 1954. Headquartered in Langenthal, Switzerland, today Güdel operates in 30 locations worldwide.

### Summary

Responsible for leading the Customer Service team activities within the USA and Canada territory and enhancing the team's skills to meet the goals of the Customer Service organization resulting in increased level of business and profitability for the Customer Service business unit.

### General Duties

- Lead, manage and develop the Customer Service team within the USA and Canada territory.
- Defining the strategy and objectives of the Customer Service team; ensuring alignment with the overall company and global targets established.
- Manage the quoting, sales, execution, and personnel planning of the Customer Service organization.
- Participation in the definition of the USA and Canada Customer Service Strategy and its short and long-term planning.
- Lead decision-making on Customer Service issues.
- Ensuring a customer-oriented and efficient Customer Service process organization.
- Ensuring uniform price structures and quoting pricing in line with the market.
- Ensuring adequate delivery times for all products and services for the USA and Canada territory.
- Ensuring technical and professional competence in the Customer Service area.
- Assurance of 1st level support for the USA and Canada service area.
- Handle incoming calls from Customers, evaluate situation, deliver and/or plan support required.
- Manage incoming service reports and customer satisfaction.
- Review and approve time sheets and employee expense reports.
- Ensure project expenses are accurate and applied correctly to projects, along with requesting project invoicing upon job completion and cost postings.
- Develop, report, and present (as required) measurable Customer Service metrics.
- Other assigned responsibilities and/or tasks as required by the VP Customer Service and Operations.



#### **Key Measurements for this Position – 180 Days and Annually**

- Become competent with Güdel products and services.
- Understand Salesforce for service and utilize this as the KPI tool to monitor the business.
- Develop a plan for customer service to meet budget requirements.

#### **Supervisory Responsibilities**

- Lead team comprised of Inside sales, Project management, Installation and Service technicians.
- Acts as role model.

#### **Qualifications**

- Leadership responsibility for a team of technical minded personnel.
- Hands on experience Mechanically and Electrical for Industrial automation equipment (preferred).

#### **Education and/or Experience**

- Bachelor's degree (B.A.) from four-year college or university in Engineering, Technology, or Mechatronics, or equivalent professional management or military training.
- Ten (10) or more years of related manufacturing automation, or equivalent combination of education, experience, and/or certification.
- Preferred: Strong relationship with customer contacts: production and maintenance departments.

#### **Professional Attributes**

- High energy, self-motivated, and driven for results. Team player with all internal departments.
- Detailed, accurate and Deadline Driven.
- Relationship builder, both internally and externally with customers.
- Ability to recognize and report competitive product offerings and strategies.
- Ability to work harmoniously with others within a team atmosphere.
- Excellent leadership and team building skills.
- Proficiency in MS Office products and sales database products such as Salesforce.
- Highest degree of ethics and integrity. Behaves with full transparency and builds trust.

#### **Language Skills**

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, technical manuals, equipment CAD drawings, customer RFQ's or governmental regulations.
- Ability to write reports, proposals, business correspondence, and procedure manuals.
- Ability to effectively create and deliver presentations and respond to questions from groups of managers, clients, customers, and the public.
- Strong interpersonal skills.



### Mathematical Skills

- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, circumference, and volume.
- Ability to apply concepts of basic algebra and geometry.
- Ability to create spreadsheets and mathematical formulas.

### Reasoning Ability

- Ability to lead problem solving in complex situations.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret engineering drawings, technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

### Certificates, Licenses, Registrations

- U.S. Citizen (Required for government-related facility access)
- Valid Driver's License – Required
- Valid Passport – Required

### Physical Demands

- While performing the duties of this job, the employee is regularly required to work during prolonged standing, frequent bending, stooping, crouching, reaching, grasping, and feeling.
- The employee is required to reach with hands and arms; and talk or hear.
- Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.

### Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this order. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Climate controlled office space.
- Will be exposed to Office and Shop environments as well as customer facilities.
- Willingness to work flexible hours and occasional weekends is required.
- Up to 50% of working year required travel to sites as described above.
- Frequent air and ground travel may provide limited exposure to outdoor temperatures and weather conditions.



## Training Matrix

See attachment.

## To Apply

Please send your resume, cover letter and salary specifications to [careers@us.gudel.com](mailto:careers@us.gudel.com) or fax to 734-214-9000.

For more information go to [www.gudel.com/us](http://www.gudel.com/us)