

# Team Lead Service Engineering - Hamburg based



Locatie **Gelderland, Terborg**  
<https://www.advertentieX.nl/x-1287282-z>

The company is one of the world's leading manufacturers of complete production lines and automation for the industrial bakery industry. They are a family business with a leading market position in multiple markets, regions, and countries. Kaak is continuously working on new developments and customer-specific solutions.

## Job Description

As a Team Lead Service Engineering, you are responsible for realizing profitable service projects. The purpose of these projects is to improve existing production lines and enable the customers to exceed their operational excellence. The team consists of 15FTE, and together with them, you will translate the needs and requirements from the customers into a suitable system design and solution within technical and commercial boundaries. This should lead to a winning quotation.

The Service department is a global department with strong growth potential. The company is currently creating a worldwide network of service hubs acting as one global service organization. The company is combining and enlarging its forces from central Europe to create a worldwide network to cover the installed base from FAT till end-of-life. The company seeks to care, improve and innovate, based on the customers' strive for operational excellence.

Currently, the service engineering team consists of 15 service professionals in Terborg and Hamburg. You will be the manager of 6 Project Leads, 4 Sales Engineers, and 1, Project Purchaser. You will also be the indirect manager of 5 mechatronic engineers as shared resources (matrix management). Your primary location is Hamburg and in addition, you will work in Terborg.

Your tasks:

- Day to day execution of service sales engineering, engineering, and project management;
- Planning & Control, documentation, scheduling, and reporting for the service engineering;
- Quality assurance to realize TCO and OEE expectations of customers;
- Harmonizing the workflow. System, procedure, and process development (quotation, project management);





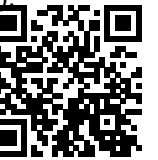
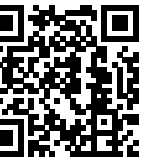


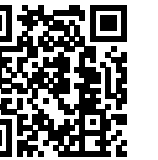
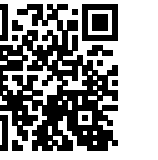
Team development (hard-, soft skills, individuals' personal growth);

Continued development in

## Job Requirements

You have

- A Bachelor or Engineering (Bsc) in mechanical engineering, electronics, or mechatronics;
- Knowledgeable skills of industrial automation, project management and/or commerce;

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A good knowledge of English and German, both in word and writing;  
Analytical skills, problem solving ability and conceptual thinking;  
Customer oriented, service- and communication skills (relationship management);  
A willingness to travel.

#### Salary and Benefits

You will be working in a challenging technical environment in which you get the space to develop yourself. In addition, we offer good remuneration and excellent fringe benefits, including 27 holidays, 13 ADV days, and flexible working hours. You will be part of a dynamic team in a social family business with an international character where the working atmosphere is pleasant and informal.

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