



Service Account Manager (m/f/x)

Your Responsibilities

As a Service Account Manager, you will be the primary point of contact for our valued customers within the target market, playing a key role in advising, supporting and driving their development. Your primary responsibility will be to ensure that our customers receive an excellent service experience.

- + Act as the first point of contact for all customer inquiries post a successful SAT (Site Acceptance Test), involving relevant departments at the site and head office.
- + Engage in active service sales and lifecycle consultancy, including follow-up on quotations.
- + Capture and communicate customer and market requirements to Service Product Management.
- + Ensure the achievement of annual target order intake and planned revenue increases.
- + Act as an extended project team member for new machine projects, particularly during the installation phase.

Your Qualifications

- + Completed technical studies or equivalent knowledge (e.g., technical business economist).
- + Previous experience in customer service within (specialised) mechanical engineering is advantageous.
- + Strong customer focus with an affinity for customer service.
- + Organisational skills and the ability to efficiently coordinate all customer concerns.
- + Willingness to travel for business.
- + Business fluency in English (German language skills are an advantage).

What can you expect from Bausch+Ströbel?



Remote work is possible depending on the job requirements



Progressive holiday allowance, starting with 22 holidays + bank holidays



Flexible working hours



Attractive health care benefits



Individual skills development



Pension plan

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