

We are a globally successful technology company based in Zurich Oberland. We develop, produce, market, and service high-quality sensor systems and solutions for the textile industry. With our measuring and information systems we ensure the highest quality in worldwide textile production. We employ around 150 people and are proud of our performance-oriented and very collaborative working atmosphere.

To actively drive our growth in international markets, we are filling the following position as part of a team enlargement in the division Research & Development at our headquarters in **Wetzikon/Zurich**:

Manager Customer Support (m/w/d) 100%

Join us now! Become part of an innovative company, with a wide range of tasks and exciting activities in an international environment.

Position summary

The Manager Customer Support creates a positive brand experience for existing customers in order to support Loepfe's expansion goals. The responsibilities include resolving technical related customer queries, recommending solutions and guiding product users through features and functionalities in collaboration with our worldwide service partner network. To be successful in this role, you should be an excellent communicator who is able to earn our customers and partner's trust.

Your role

- Leading the customer support team in Switzerland and the world-wide service partner network
- Managing technical skills within world-wide service partner network and providing the necessary training measures
- Managing technical service communication with service partners
- Company-wide processing of service cases and handling of customer and/or partner complaints
- Supporting new product development with field experiences, necessary field testing and market introductions
- Creating a positive brand experience for our customers

Your skills

- Degree in electrical or electromechanical engineering or a related technical field
- Good knowledge of textile processes, and MS office applications is an advantage
- Several years of professional experience in managing an international technical customer support organization; textile/spinning specific knowledge is an advantage
- Organizational talent with leadership qualities, structured working approach with the necessary flair for the administrative side of a customer support organization
- Trouble shooting and consulting skill sets to guiding partners and customers in resolving queries, recommending solutions, and guiding through product features and functionalities
- Committed to interdisciplinary and international collaboration work
- Excellent communication and intercultural skills
- Willingness to international travel of approx. 20%
- Fluent in English, other languages are an advantage



What we offer

- Future-oriented and dynamic working environment with very experienced, committed, and team-oriented colleagues
- Exciting job with freedom for independent work with a structure of flat hierarchies and short decision-making paths and opportunities to help shape the company
- Comprehensive induction as well as a variety of tasks and fun at work
- Attractive overall package including 25 days annual vacation plus time worked in advance for bridge days, flexible working hours, above-average employment conditions and other employee benefits
- Modern building and infrastructure offer very pleasant working conditions
- Attractive location (recreational area of Lake Pfäffikon) as well as good access via public transport and car

Are you excited about this role?

We are looking forward to receiving your complete application documents (incl. references, diplomas, salary expectations and earliest possible starting date), exclusively in PDF format by e-mail to jobs@loepfe.com. For further information, please contact Brigitte Holderegger, Head of HR.