



Position Title: Manager, EU Sales and Service Support

Department: Sales

Immediate Supervisor: Vice President, Global Sales

Location: Dublin, Ireland

Status: Salaried

Brief Summary of Position Purpose:

Manage the EU Sales and Service office to support revenue and service goals and to exceed customer expectations. Closely coordinate with the outside EU Sales Team to deliver revenue objectives, and with global cross functional leadership in the day to day oversight of related staff operating on site.

Essential Functions:

- Hands-on oversight to maintain facility services by organizing operations and procedures, including but not limited to: sales life cycle, technical support, and product services and fulfillment, as well as site ISO, GDPR, and other applicable standards, and capital and inventory asset(s) control and maintenance
- Focal point for corporate governance and compliance with EU regulatory requirements
- Provide direction and support of Customer Service/Inside Sales, Warranty and Service Repair, Technical Support and Product Fulfillment goals of the facility.
- Coordinate and maintain facility effectiveness by planning and implementing office systems, layouts, equipment procurement, and staff assignments with supervisors to ensure maximum efficiency and employee retention.
- Support business growth, invite customers and channel partners to the facility, host meetings and training in support of exceeding revenue objectives and exceeding customer satisfaction.
- Maintain key account ownership and revenue objectives in agreement with RLD Sales Director and corporate revenue objectives
- Keep management informed by reviewing and analyzing performance reports; summarizing information and identifying trends.
- Develop department leadership staff and empower ownership of responsibility and effectiveness while maintaining a process oriented workplace.
- Build a cohesive team environment starting with an initial staff of approximately 12 direct and indirect reports capable of scaling with the growth of the company.
- Oversee adherence to company policies and procedures: evaluate and manage staff performance; coach and discipline employees as needed. Partner with HR to maintain company policies as necessary, including recruiting, selection and onboarding of new employees.
- Work in conjunction with Bacharach Finance Team to achieve financial objectives of annual budget, scheduling expenditures; analyzing variances and initiating corrective actions
- Maintain a customer focused team approach, manage performance against objectives.
- Coordinate with IT department on all facility equipment and infrastructure.
- Other duties as required.



Education/Training/Certifications:

- Bachelor's degree in a technical discipline is highly desirable.
- A Technical Diploma coupled with significant relevant experience may be considered.

Experience:

- Minimum 5 years' management experience
- Experience in a sales operational environment addressing customers direct and through distribution and OEM channels: knowledge of clerical practices and procedures; knowledge of human resources management practices and procedures; knowledge of accounting with business and management principles
- Previous experience with customer sales and service, facilities maintenance, and purchasing of supplies.

Required Skill Sets: (e.g., computer skills, communications, math, etc.)

- Leadership skills to motivate staff, build a team, discipline, and resolve conflicts.
- Personnel management skills capable of leading and developing a diverse workforce.
- Analytical Skills to understand trends, make recommendations, set and achieve goals:
- Proficiency in Microsoft Facility Products, Outlook, Word, Excel, and Power Point
- Excellent time management skills and ability to multi-task and prioritize work
- Ability to build and develop a remote site, integrated in to a corporate environment
- Excellent communication and presentation skills – written, verbal, relaying information
- Strong hands-on organizational and planning skills in a fast-paced environment
- Strong customer service, interpersonal and networking skills
- Effective expense management skills.
- High level of honesty, integrity, and confidentiality.
- Experience with data processing and ISO requirements advantageous.

Physical Demands: (e.g., lifting, travel, etc.)

- Position requires concentration, accuracy, and focused mental effort.
- Works in normal office environment
- Position may require international travel (~25%) and management of remote resources and people.