

## Service Manager

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Company: JAC Recruitment

Location: Indonesia

Category: other-general

Our client, leading component and equipment suppliers and provides profitable automation, measurement and process solutions to Asian pulp and paper industry is looking for Service Manager with qualification and job description as follow:

Qualification:

Indonesian citizen

Minimum 10 years' relevant mechanical service experience to Indonesian pulp industry

Service sales and negotiation experience is a big advantage

Good English communication skills

Willingness to travel mainly in Sumatra and Java

Systematic and hardworking. Hands-on service skills are must.

Good reputation with clients, solving customer problems and getting things done

Job Description:

Handle and increase our service business in Indonesia.

Responsible of service (hands-on) and service sales to named pulp and power industry key customers.

Plan and schedule service activities to ensure timely response to customer requests.

Coordinate with other departments to streamline service processes and optimize resource

allocation.

Provide technical expertise and support to service technicians as needed.

Collaborate with the engineering team to address and resolve technical issues promptly.

Generate and maintain accurate records of service activities, including reports on service calls, resolutions, and customer feedback.

Provide regular updates to management on service department performance.

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