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OF ALL:**
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not alone.

We are a team of 7,000 employees
at 85 locations worldwide.

Customer Service Division Manager

Location: Budapest, Hungary

We are a family-owned company based in Austria, employing over 7,000 people worldwide and leading the industry of injection moulding machines and their automation. As a machine manufacturer, we develop innovative solutions for resource-efficient and energy-saving plastics processing. Managing the process from order placement to machine delivery requires a wide range of disciplines. Thanks to strong collaboration across various specialist departments, we are able to master the complexities of customised machine manufacturing. For our subsidiary in Budapest, Hungary, we are looking for Customer Service Division Manager.

Job Title: Customer Service Division Manager – Hungary
Department: CSD
Location: Budapest, HU
Reports to: managing director
Band: Senior Leadership

Job Summary:

The Director of the Customer Service Division (CSD) is responsible for leading the organization to maintain all aspects of after sales service for Hungarian Market. This includes ENGEL machines and all equipment sold together with the machine or as additional options after the machine is sold and delivered. The Director of CSD serves as the interface between the after-sales support groups and institutions in Austria and Hungary.

In addition, the role of CSD-Manager ensures the customer-focused implementation of regional CSD strategies and the continuous improvement of customer service.

This position makes a significant contribution to the harmonization and optimization of service processes, as well as to increasing customer satisfaction.

Essential Duties and Responsibilities:

- Administers all activities associated with post-sales service for Hungary
 - Develops budget for the department and compares/tracks budget to actual figures
 - Implementation of regional CSD strategies in accordance with the business plan
 - Reviews and interprets financial statements
 - Handles all personnel issues, either directly or through subordinate managers
 - Support, motivation, and conflict resolution
 - Technical and disciplinary management of assigned areas of responsibility
 - Responsibility for the CSD profit center's results

- Manages Regional Service Managers to ensure their teams are effective and provide the best customer service while being profitable.
- Attends phone conferences as needed with both customers and suppliers
- Travels to customer site for meetings, as needed
- Resolves and/or provides guidance to customers about issues with machinery
- Involved in all key escalations, it provides guidance to get the team through emergency situations.
- Reports key information to ENGEL Austria
- Provides Field Service supervision
 - Supervises the field service group through team leaders, including the internal hotline support group, to ensure the time and cost efficiency of all customers.
 - Ensure entire field service department is kept up to date on the latest level of education to provide service to the full range of equipment ENGEL offers.
 - Ensures appropriate cost saving strategies are implemented to keep customer satisfaction and quality of service on a high level, while keeping costs under control.
- Supervises Spare Parts sales
 - Oversees and maintains a reliable and well-educated team for spare parts sales in order to increase revenue and improve service for Engel customers.
 - Plans and supervises training for all employees to ensure they have the knowledge to provide spare parts support for the whole range of equipment sold by ENGEL.
- Supervises Retrofit Sales
 - Coordinates and establishes organization and communication lines with Engel's parent plant in Austria to ensure a satisfying, cost efficient, and timely performance of retrofit requirements on all ENGEL equipment. ENGEL is committed to providing service and retrofits for all ages of equipment.
- Supervises customer success manager
 - Coordinates and oversees the organization that provides our service consultant group
 - The service consultant group sells maintenance programs, digital products, retrofits, relocations, spare parts and stand-alone automation to our existing customer base
- Supervises Customer Training
 - Plans and develop a training team and oversees a training schedule to provide the required training to Engel customers. The training system is in compliance with the Austrian-approved training program; it has to be ensured that the scheduled courses can be sold to our customers.
 - Provides all special training sold with new machines to Engel customers.
- Performs other duties or special projects as required or as assigned by a supervisor.

QUALIFICATION REQUIREMENTS

Educational/Training Requirement:

- Degree in a technical field (e.g., engineering) and/or business management

Experience:

- Minimum 5 years of proven success in a similar role as a Leader

Knowledge, Skills, and Abilities:

- Since ENGEL is an Austrian-based company, it is imperative for the Director of CSD to fully understand the structure of the parent company and know the key players and support organization.
- Technical knowledge in mechanical and electrical/hydraulic engineering is preferred.
- Excellent communication skills, both written and verbal, as well as conflict-solving capabilities are required.
- Experience in and knowledge of production and assembly processes and the structure of such are crucial.
- Ability to continually identify opportunities within the CSD organization to reduce costs and to improve efficiency.
- Extended knowledge of economics, the ability to establish, read and interpret business plans, budgets and financial statements.
- Willingness to work after hours to help solve emergencies is required.
- Excellent written and spoken English, German knowledge is a plus

Personal Qualifications:

- Strong leadership skills
- Excellent communication skills
- Ability to work under pressure
- Strong commitment to customer service
- Diplomatic and goal-oriented

Approach to Leadership

Our leadership is guided by the ENGEL Lean Leadership philosophy, with a focus on:

- Value creation
- Sense of responsibility
- Continuous improvement
- Employee development
- Solution-oriented approach to handling mistakes

Travel Requirements:

This role requires travel approximately 30% of the time to Hungary and Austria.

Would you like to join the ENGEL team?

We look forward to receiving your application at jobs.hu@engelglobal.com.

If you have any questions, please feel free to contact us!

The ENGEL logo is displayed in a bold, black, sans-serif font. The letters are thick and closely spaced, with a distinctive design where the 'E' and 'G' have a slightly irregular, industrial feel. The logo is positioned in the bottom right corner of the green footer area.