

Korber Medipak Systems NA, Inc.

Job Title	Manager of Service	Classification	Exempt
Department	Service	Benefits	All
Report To	President	Background Checks	Previous Employment: Yes I-9: Yes Criminal: Yes Drug & Alcohol Test: Yes Driver Motor Vehicle: Yes
Day Shift	Mon-Thurs, 9 hours: 8:00am-5:00pm + flex time Friday, 4 hours: 8:00am-12:00pm + flex time		
Status	40 hours		
		Travel	Essential

General Purpose:

Responsible for management of an autonomous operating service department covering all tasks of aftermarket sales and service issues with the purpose to systematically develop the business in accordance to OEM business of Fargo Automation in alignment to existing structures and processes within the Business Area Korber Medipak Systems (KMS). This function includes Sales and product management activities.

Essential Functions:

Management:

- Maintain and update the overview of installed base for Fargo Automation
- Oversee personnel of Service department, personal development plans
- Oversee Service processes regularly to identify improvement potentials and establish activities to realize improvements
- Maintain cooperation between KMSNA Division Sales&Service as well as Service Departments of European sister companies and own Service Department to align on capacities, processes, customer activities etc.
- Develop Service Business for Fargo Automation in accordance to company strategy
- Align with Marketing on initiatives to reach out to customers
- Plan and adjust Service capacities for Engineering and field service technicians, consult and align with departments for short-term capacity needs to ensure customer satisfaction
- Ensure customer access to service department

Sales:

- Systematic approach of customers based on installed base of Fargo Automation and KMS sister companies as well as the defined service product portfolio
- Works with OEM Sales close and hand-over or take-over projects according to affiliation
- Regular Travel to Customers sites for equipment review, projects and SAT.
- Create quotes for assemblies, retro fits, spare parts lists, and field service with input from the necessary department personnel.
- Validate quotes internally, sending the quotes to the customer, and copying internal personnel as needed.
- Field calls and communicating with the customer as needed throughout the quoting process. Create/closing out quotes, and necessary documentation for all service requests.
- Review service and parts WO expenses for profitability monthly

Product Management:

- Develop and maintain an aftermarket product portfolio in accordance to the OEM business of Fargo Automation as well as based on the installed base of Fargo Automation and KMS sister companies
- Align with Service Engineer and departments on feasibility of new product ideas and requirements to realize the target business
- Review the order costs to insure proper pricing
- Aligns with Service Engineering to define new service packages based on obsolescence.

Please note: The numbers in brackets are for administrative purposes only.

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Supplementary Functions:

- Works on improving Aftermarket processes
- Weekly meeting with Department Heads reviews internal capacity situation
- Assumes responsibly of new equipment after completion of SAT. and hand-over

Education, Experience and Qualifications:

- Three years' experience with Fargo Automation or the equivalent outside work experience required
- Work experience in Sales or Service or both preferred
- Bachelor degree in engineering related field (Mechanical, Manufacturing), Business or equivalent work experience preferred

Job Knowledge, Skills and Abilities:

- Competency with computers, file management, administrative procedures along with Microsoft applications including Word, Excel, Outlook
- Ability to manage and work in diverse teams and collaborate effectively with other departments
- Exceptional verbal and written communication skills
- Ability to work strategically and plan over a 6 to 12 months' time span
- Ability to work with tight deadlines
- Ability to answer or get answers to all technical questions on the equipment
- Displays excellent organizational skills and the ability to prioritize tasks
- Exhibits the ability to multitask
- Able to use viewer of CAD-systems
- Demonstrates managerial/not afraid to voice their opinion and make suggestions or changes
- Ability to travel 50% of the year

Working Environment:

- Work in an office environment
- Exposure to shop elements such as loud noises, dust, fumes, odors and machinery that has moving parts

Physical Requirements:

- Sitting or standing for long periods of time

Confidentiality Duties:

- Ensures confidential company information, such as, but not limited to, legal company info, research and development, and customer names, and job profitability, is not at any time be communicated to customers or vendors of KMSNA. All reasonable measures should be taken to ensure this type of information is not released
- Requires a high level of disciplinary action not to let information get out and into the hands of the wrong individuals by mistake or intention. KMSNA signs many confidentiality agreements with their customers, which in turn pass on to KMSNA's employees.
- Involves information on employees of KMSNA that are to be kept confidential as well. Information on employees will only be shared with the employee, human resources or management if necessary. This information should be shared behind closed doors.

Employer's Rights:

Duties described above document the general nature and level of work but are not intended to be a complete list of all activities, duties, and responsibilities required of the employee. Consequently, employees may be asked to perform other duties as required.

Employee Signature

Date

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