

## **JOB DESCRIPTION SERVICES MANAGER**

### **MAIN OBJECTIVES:**

The services manager is responsible for supervising the organization of services on board (installation, training, updating, repair) for Deep Sea, Workboats, Professional fishing, Yachting, and Inland solutions.

He/she leads the service development for territories under FFSAS responsibilities and abroad.

He/she identifies and matches customer requests by using company capabilities.  
He/she coordinates day-to-day services.

**ORGANISATION LINKS:** He/she supervises and manages the field engineers and the service coordinators teams. He is under the authority of the managing director.

**JOB LOCATION:** France or Belgium

**NATURE OF THE CONTRACT:** Long-term Working contract

### **MAIN TASKS**

#### **1. ONBOARD SERVICE COORDINATION**

- Receive & manage service requests from customers.
- In connection with the field engineers, analyse the breakdown and the necessary parts
- Search for the availability of parts and field engineers.
- Management of FFSAS technicians timetable (Timi software).
- Make and send quotations to the customer.
- Create the service request & the delivery note in the ERP.
- Coordination and follow-up of the service request until its completeness.
- Check and approve subcontractor invoices.
- Send the service reports to the customers.
- Stock management: decide appropriate stock level for technicians, returns of defective or unused parts.
- Invoice service requests & follow-up.
- Be a relay of the accounting service in case of payment delay.
- Customers' litigation management if any.

#### **2. FIELD ENGINEERS' TEAM MANAGEMENT.**

- Animate, supervise, and control the work of his team in France & Belgium
- Supervise the services on board, validate the reports, the time tracking table and the associated costs
- Able to support field engineers and propose technical solutions.

- Organize and carry out regular meetings on video or presence with the team (appropriate frequency; as a team or individually depending on the topic)
- In charge of recruiting new service engineers (and process if necessary).
- Accompany, integrate, and organize the training of the new technicians
- Organize and carry out annual evaluation interviews for each employee in his department.

### **3. SERVICE COORDINATORS' TEAM MANAGEMENT**

- Animates, supervises, and controls the team's work.
- Organize and carry out regular meetings (visio or presence) with the team (appropriate frequency; as a team or individually depending on topics).
- In charge of recruiting new service coordinators (and processing if necessary).
- Accompany, integrate, and organize the training of the new coordinators
- Organize and carry out annual evaluation interviews for each employee in his department.

### **4. BUSINESS AND BACK-OFFICE MANAGEMENT**

- Service price benchmark: FNDs & competitors. Proposal of service price list (cooperation with Furuno Italia).
- New business development (customers, territories, suppliers & product solutions) on territories under FFSAS (France, Belgium, remote French territories, and north/west Africa). Cooperation with FFSAS export manager.
- Sales price update: in the ERP with the support of the IT department if necessary.
- Budget: Prepare, follow up, and update the operations costs and revenue for budget purposes.
- Analyse service profitability in collaboration with the accounting department.
- Set up and update service internal procedures including digital tools.
- Ensure the availability and consistency of statistics in order to prepare a monthly report to be sent to the managing director.
- Monitor and manage CLASS certification renewals (BV, Lloyd's Register, DNV, ABS, NK, and others if necessary).
- Participate and/or organize international meetings of service coordination.
- Organize and register technical training:
  - . From suppliers: determine priority and engineer needs to attend
  - . To customers: Identify the appropriate engineer trainer, list of trainees, and logistical management.
- Follow-up of mandatory training for technicians (in particular, electrical clearances, working at height) and/or necessary training.
- Manage disputes with suppliers/customers if any; follow up on related legal cases if any
- Be the internal technical support for tender offers preparation including onboard services.

## COMPETENCIES

- Management & team motivation skills
- Technical knowledge of electronics products
- Read interconnection plans
- Knowledge of maritime regulations.
- Use of planning tool
- Use of ERP & statistical tools (such as Sage X3, Excel & PowerBi)

## KNOW-HOWS

- Organize your work and define priorities.
- Have a sense of collaboration & team spirit.
- Commitment to quality.
- Ability to preserve the image of the company.
- Sens of the initiative.
- Attention to detail and synthesis.
- Human and relational qualities.
- Stress resistant.
- Responsiveness and adaptability.
- Duty of confidentiality.

**Salary is based on profile & experience.**  
Please apply to [recrutement@furuno.fr](mailto:recrutement@furuno.fr)