

Job description

Title: Service Manager – Valued Added Distributors
Reports to: European Service Manager
Location: Amsterdam, the Netherlands

Company Description

Segway - Ninebot Europe recently expanded their organization with opening branches in Spain, France and Germany. Segway Europe sells luxury electronic transportation goods under the brands Segway and Ninebot by Segway for the B2B as well as the consumer market. The company focuses on the research and development, design, manufacturing, distribution and sales of short-distance transportation products. The ultimate goal is to promote the evolution of our products to become the world's leading provider of mobile robotics solutions.

General Description

As a Service Manager, you are responsible to deliver an excellent service experience to our distributors, manage day-to-day business and develop appropriate standards and processes to continuously elevate the overall service experience. This position interacts with all corresponding departments and our other offices located in Europe, to provide and process information in response to (technical) inquiries, concerns, complaints and other product related questions.

Key Responsibilities:

- Customer focused: support distributors (B2B) either by telephone or electronically concerns or complaints
- Manages service level agreements
- Obtain and evaluate all relevant information to handle inquiries
- Operational excellence: you must understand and own every aspect of the service center's performance
- Advise and follow up on customers on technical queries
- Direct requests and unresolved issues to the designated resource
- Communicate and coordinate with internal departments
- Maintain relationship with kick scooter retailers and service center
- Creation of after sales process and repair network for e-scooters

Qualifications and Skills:

- Bachelor degree in a technical area
- Minimum of 3 years' experience in a service (related) role
- Excellent knowledge of customer service principles and practices
- Technical acumen is required – you must develop a knowledge of all Segway products
- Knowledge of administrative procedures
- Able to work independently and exercise good judgement

- Fluent in English, both verbal and written
- Advanced use of Microsoft Office
- Effective communication and interpersonal skills for collaborating with diverse teams and stakeholders.
- Proficiency in diagnosing and troubleshooting technical issues
- Knowledge of inventory management principles and supply chain processes.
- Strong organizational skills with the ability to manage schedules and prioritize tasks.
- Proactive and positive attitude
- Team player and strong customer oriented skills
- Problem analysis and problem-solving
- Stress tolerance