

Job description

Title: Service Network Partner Manager
Reports to: European Service Manager
Education: Bachelor degree in a technical area
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. Ninebot is a privately held company headquartered in Beijing, China. 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

The Service Network Manager plays a pivotal role in managing the relationships, performance, and operations of suppliers within the after-sales and service network of Segway-Ninebot. This role involves collaborating with suppliers, internal teams, and stakeholders to ensure the timely delivery of high-quality products and services to customers. The Service Network Manager is responsible for optimizing supplier partnerships, monitoring performance metrics, and driving continuous improvement to enhance customer satisfaction. The Service Network Manager will primarily provide support to Country Service Managers of Segway-Ninebot and the third-party repair partner responsible for the service delivery of our products in Europe.

Duties & Responsibilities

- Build and maintain strong relationships with suppliers, fostering open communication and collaboration.
- Act as the main point of contact for suppliers, addressing concerns, resolving issues, and maintaining a positive working relationship.
- Develop and implement performance metrics and key performance indicators (KPIs) for suppliers.
- Regularly evaluate supplier performance, ensuring they meet quality, delivery, and service level requirements.
- Collaborate with suppliers to identify areas for improvement and implement strategies to enhance their capabilities.
- Provide feedback and guidance to suppliers to help them align with company standards and expectations.
- Negotiate and manage contracts, pricing agreements, and terms with suppliers to ensure favourable terms for the company.

- Monitor contract compliance and address any discrepancies or issues that may arise.
- Work closely with suppliers to establish and maintain quality assurance processes for products and services.
- Conduct regular quality audits and inspections to ensure products and services meet established standards.
- Collaborate with internal supply chain teams to ensure efficient inventory management and timely product availability.
- Optimize supply chain processes to minimize lead times and reduce operational costs.
- Identify opportunities for process improvement within the after-sales and service network supplier management.
- Implement best practices and initiatives to enhance operational efficiency and customer satisfaction.
- Utilize data analysis tools to track supplier performance, identify trends, and generate performance reports.
- Present findings and recommendations to senior management and stakeholders.
- Act as a point of escalation for supplier-related issues and collaborate with relevant teams to find timely solutions.
- Ensure swift resolution of service disruptions or product quality concerns.

Qualifications and Requirements:

- Bachelor's degree in a technical area, Supply Chain Management, Engineering, or a related field
- Proven experience in supplier management, procurement, or related roles within the after-sales or service industry.
- Strong negotiation skills and experience managing supplier contracts and agreements.
- Analytical mindset with the ability to interpret data, identify trends, and make informed decisions.
- Excellent communication, listening and interpersonal skills for effective supplier engagement and stakeholder communication.
- Familiarity with supply chain processes, inventory management, and quality assurance practices.
- Proficiency in using relevant software and tools for data analysis, reporting, and supplier relationship management.
- Strong organizational skills with the ability to manage multiple tasks and projects simultaneously.
- Proficient in using Excel, Word, PPT, VISO and other office software, SAP, ERP, CRM and other related operation experience is preferred;
- Fluent in English, both verbal and written. Dutch is an advantage
- Stress resistant
- Proactive and taking initiative and responsibility
- Teamplayer