

## **Job Description**

<b>Job Title</b>	<b>Director, Customer Support Europe</b>
<b>Job Function</b>	Overall Responsibility for Customer Support in Europe
<b>Key Working Relationships (internal)</b>	Senior BU Management, Operations Director, EU Sales VP, Product Marketing Directors, Customer Service Manager, Global Spares Director, HR VP/Manager, Finance Controllers. Product Support Manager
<b>Key Working Relationships (external)</b>	Customer Fab Directors, Managers and Purchasing. Tier 1 and 2 suppliers ( the Service Support groups )
<b>Purpose of the Post</b>	Manage all aspects of European Customer Support & report at executive level

As Director, Customer Support Europe you will be a key member of the Customer Support Management team at SPTS Technologies Ltd..

The position requires an experienced individual with a proven record in customer management including experience I&W management, strategy planning and execution and maintaining and developing critical customer relationships in a technical setting. Experience in change management, continuous improvement and cultural development as well as exposure to the semiconductor capital equipment market would be a distinct advantage for this role.

The position will be based from either SPTS Central Europe or SPTS Newport. Travel of up to 50% of the time will be required to carry out the role.

### **Key Responsibilities**

Key areas of responsibility as part of this role include but are not limited to:

- Management of the European Customer Support team – Field Service, Applications and SSU sales.
- Leading sales and business development activities to expand the business portfolio and revenue streams
- Developing and maintaining critical customer relationships
- Directing strategic planning and implementation of the field organisation
- Ensure demand / capacity resource balance is maintained to optimise the business
- Direct the team to review and continuously improve current operational processes, procedures and documentation with a view to improving overall customer satisfaction
- Support the cultural and skill development of the management team and organization
- Financial planning and reporting

### **Key Activities**

- Lead all functional areas to achieve KPI goals and objectives
- Lead and develop talent as required to meet organization needs
- Formulate business strategy for growth and profit
- Exceed the current level of customer satisfaction on an annual basis
- Direct functions and performance to meet agreed customer deliverables

## **Person Specification**

<b>Job Title</b>	Director, Customer Support Europe
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### **Qualifications**

- Degree qualified in a relevant discipline or significant relevant technical/business management experience.

### **Experience**

- Managing a regional Customer Support organisation at a senior manager/director level for a significant period of time
- Relevant experience and proven record of accomplishment in a similar position and function.
- Background in the semiconductor capital equipment market would be an advantage.
- Sales experience in a business development mode
- Demonstrated success in running a fully functional business
- Successful development and implementation of organisational growth strategies

### **Key Skills & Attributes**

- Leadership
- People and team management and development
- Goal oriented
- Strong communicator
- Customer relationship building

### **Required Knowledge**

- General knowledge of the semiconductor industry.
- Demonstrated knowledge of all business support functions
- Customer account and management skills.