

"It is important to me that people can travel worldwide. That's why I am with Diehl."

MAKE IT WORK



Director Customer Service Center EMEA (m/f/d)

These are your tasks:

- You lead the Diehl Aerospace Customer Service Center (CSC) EMEA in Toulouse (P&L responsibility of 50+ M€ Turnover and 100+ employees) and implement customer service strategy for the region EMEA in accordance with the lead customer service Diehl Aviation
- You provide HR, Finance and IT as a service to Diehl Aviation Toulouse and develop the Customer Support Center in close coordination with the VP Customer Support of DAs
- You organize the Customer Service operation in the region for Diehl Aerospace (DAs) products and some products of Diehl Aviation and you assure the continuous support from German manufacturing sites to obtain targets
- You optimize the center's operation by use of lean methods (e.g. Optimization of processes) and represent the Diehl Aviation sites in the EMEA region in terms of Customer Support & Services
- You develop the market capture of Customer Support & Services for the Diehl Aviation perimeter in close collaboration with the other DAs CSCs (Americas and APAC) as well as support and represent the CSCs USA and APAC regarding material and capability strategy (new developments)

Who we are looking for:

- University degree in Engineering, Aerospace Technology, Industrial Engineering or similar qualifications
- Solid knowledge around FHS and PBH service solutions as well as good experience in Customer Support and After Sales Services
- You are a professional leader experienced in people management, new leadership methods and customer orientation focusing on performance and cost
- Good communication in difficult situations, self esteem and management skills enabling to lead a P&L responsible business unit
- Fluent French, English and German language skills are required

Work location: Toulouse

Job Level: Management

Working mode: On-site

Working time: Full time

Employment contract: permanent

Division: Diehl Aviation

Start: 01.09.2024 or earlier

Note: Applicants (m/f/d) with a severe disability will be given preferential treatment if equally qualified. Should you wish to do so, please indicate your severely disabled status - on a voluntary basis - in your application. You are welcome to apply by e-mail, post or via our online form. Please note the data protection declaration.

These are your potential benefits



Achieve what matters, with Diehl.



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Aviation