

"I particularly enjoy the **variety**. Things stay exciting and one has many opportunities to continue growing."

# MAKE IT WORK

# EFFICIENT



## Vice President (m/w/d) Customer Services Interiors

### These are your tasks:

- In this role, you will take end-to-end responsibility for the entire Customer Service organization for Cabin Interiors & Monuments.
- You will oversee all Customer Service activities, including technical support, technical documentation, spare parts business management, as well as pricing strategies, commercial policies, and contract management.
- Managing customer interfaces, preparing executive reports, and conducting regular performance reviews will be key aspects of your responsibilities.
- You will drive Continuous Improvement Management across the organization by optimizing processes, applications, and operational performance.
- Additionally, you will hold the central functional responsibility for IT program management, including the strategic development of IT systems, data analytics, digital transformation initiatives, and the execution of related projects.

### Who we are looking for:

- A completed degree in Business Administration, Industrial Engineering, or a comparable field is required.
- Several years of professional experience in Customer Service, program management, or a related function distinguish your profile.
- Strong experience in managing customer interfaces, driving performance reviews, and handling complex service organizations is essential.
- Solid understanding of IT program management, digital transformation, and data analytics supports your ability to drive continuous improvement initiatives.
- Excellent communication and stakeholder management skills, combined with a structured and results-oriented working style, complete your profile.

**Work location:** Laupheim

**Job Level:** Professional

**Working time:** Full time






**Employment contract:** permanent

**Division:** Diehl Aviation

**Start:** Immediately

Applications from severely disabled candidates (m/f/d) will be given preferential consideration in the case of equal suitability. If you wish, please indicate your severely disabled (SB) status in your application on a voluntary basis.

## These are your potential benefits

-  Professional and personal development
-  Company Bike
-  Tariff compensation
-  Flexible working hours
-  Family-owned company

## Achieve what matters, with Diehl.



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Aviation