

"It's important to me to work for a company where I can **really make a difference**. That's why I am with Diehl."

MAKE IT WORK



Head of Customer Solution Center

These are your tasks:

- Lead and develop the Customer Solution Center for the US & Canada, driving exceptional customer experiences, operational excellence, and continuous organizational growth.
- Lead, mentor, and develop the US-wide Customer Solution Center team, fostering a high-performance culture focused on customer satisfaction, continuous improvement, technical excellence, and employee growth.
- Oversee technical support, warranty processes, and project delivery across the US & Canada, while designing and implementing training programs that enable utility and distributor partners to successfully deploy and support Diehl Metering solutions.
- Define and drive the regional technical strategy for metering, AMI, software, services, and integrated solutions, ensuring alignment with customer needs and business objectives. Partner closely with Sales and global teams by providing technical expertise for customer proposals, tenders (RFP/RFQ/RFI), new product introductions, and strategic growth initiatives.
- Act as Diehl Metering's technical ambassador within the industry, representing the company in key associations, monitoring market and

Who we are looking for:

- Bachelor's degree in Engineering, Business, Information Technology, or a related field, or an equivalent combination of education and experience, combined with a minimum of 5 years of experience in the utility industry with strong expertise in water metering and AMI systems.
- Minimum of 7 years of leadership experience managing technical customer support or service organizations, with a proven track record of building, developing, and leading both local and geographically dispersed teams to success.
- Excellent verbal and written communication skills, with the ability to build trusted relationships, influence stakeholders at all levels, and collaborate effectively with customers, partners, and internal teams to resolve complex technical support challenges.
- Demonstrated success in launching and supporting new products and solutions, coupled with strong presentation, facilitation, and training skills that enable effective knowledge transfer to customers, partners, and cross-functional teams.
- Strong computer literacy and technical aptitude, with the ability to quickly learn and effectively use a wide range of software applications, support tools, databases, and business systems in a customer-focused environment.

Work location: Office is located in Lisle, IL - remote work is possible

Job Level: Management

Working mode: Remote working

Working time: Full time

Employment contract: permanent

Division: Diehl Metering

Start: as soon as possible

technology trends, and influencing future industry standards and requirements.

As an established company, we aim to achieve solid and lasting growth. You will enter into a diverse corporate world, which gives you the room to develop your own ideas and solutions, of which both you and we are proud. We offer an excellent benefit package, flexible working hours, tools for professional and personal development and the opportunity to be part of a growing subsidiary within an international company. Diehl Metering is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

These are your potential benefits



Achieve what matters, with Diehl.



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