

Head of Service / BC Service Manager - South Africa

KHS is a subsidiary of Salzgitter AG. As one of the world's leading manufacturers of filling and packaging systems for beverages and liquid food we are a world-class player. Our customers have trusted in our passionate pioneering spirit and first-class technologies for over 150 years. However, we can only remain world class if we continue to find new employees who make just as high demands of themselves and the quality of their work as our customers make of us at KHS. Are you one of them?

Location: Johannesburg | Gauteng | Südafrika

Your Tasks

- Oversee/Manage all aftersales activities, strategy planning and execution for KHS in Southern Africa, including spare parts offers/sales/inventory, conversions, consumables, technical and technician training, technical service, and installation and commissioning of KHS.
- Develop, implement and execute the KHS South Africa Service Strategy in alignment with KHS GmbH objectives and local business requirements.
- Lead, manage, develop and mentor the Service Team through performance management, coaching, succession planning and technical guidance.
- Plan and allocate departmental resources, projects and activities to ensure optimal service delivery and customer satisfaction.
- Manage the aftersales budget and ensure effective cost control while achieving profitability targets.
- Drive business growth, aftersales revenue and profitability opportunities throughout the region.
- Support the Sales Team with new equipment opportunities, quotations, installations, commissioning activities and market intelligence.
- Support Service and Sales Key Account Managers in managing strategic customer relationships.
- Manage Customer Relationship Management (CRM) activities at both local and global levels.
- Liaise with KHS GmbH on escalated technical, spare parts, conversion and project-related matters.
- Develop, implement and manage Service Level Agreements aligned with KHS GmbH standards and customer requirements.
- Identify local market needs and develop aftersales strategies for the region and key customers.
- Manage inventory strategies and stock optimisation to ensure appropriate stock availability while balancing inventory levels.
- Oversee training and development initiatives for service personnel and customers.
- Maintain and update IBA records related to new machine installations.
- Advise customers on maintenance practices, equipment reliability improvements and technical solutions.
- Ensure KHS standards are upheld during installations, commissioning activities, acceptance testing and customer handovers
- Establish and maintain Service policies, procedures and controls to ensure professionalism, consistency and compliance.
- Ensure compliance with KHS policies, quality standards, health and safety requirements and contractual obligations.
- Manage aftersales contracts, pricing strategies and commercial agreements.
- Provide leadership and support during critical customer escalations, emergency breakdowns and major technical incidents.
- Support machine upgrades, technical interventions and complex customer projects where required.
- Continuously review and improve service delivery processes, customer satisfaction and departmental performance.

Your Qualifications

- Bachelor's Degree in Mechanical Engineering, Electrical Engineering or a related Engineering discipline (essential).
- Minimum 10 years' experience in an engineering services, aftersales, or manufacturing environment.
- Minimum 5 years' leadership experience managing multidisciplinary service teams.
- Proven experience in strategic planning, budgeting and business development.
- Proven experience managing service operations within the packaging machinery, beverage, liquid filling, hard packaging or manufacturing industry.
- Experience working within a multinational engineering or manufacturing environment will be advantageous.
- Proven people-management experience, including leading, developing and performance-managing a team.
- Experience managing a budget and taking responsibility for departmental financial performance.
- Experience developing and executing a service or aftersales strategy.
- Experience with pricing, quoting or contract negotiation, and spare parts / inventory management.
- Familiarity with service level agreements, warranty and maintenance contract structures.
- Good knowledge of control systems technology as well as SAP and MS Office.
- Strong stakeholder management skills, including liaising with an international parent company and local customers
- Valid driver's licence and passport.
- Travel locally and internationally as required.
- Ability to perform effectively under pressure and manage multiple priorities.
- Strong teamwork skills with a continuous learning mindset
- Self-managed, results-oriented and able to work independently while maintaining strong team collaboration.
- Excellent negotiation skills.
- German language proficiency will be advantageous.

Benefits

- Innovative and international working environment
- Challenging and diversified job
- Working in a highly motivated team
- Strong company group
- Attractive remuneration
- Social benefits

In order to ensure our success in the future, too, we need first-class employees – and we also have plenty to offer them.

Kontakt:

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Weitere Stellenangebote des Salzgitter-Konzerns: www.salzgitter-ag.com/personal

Job-ID 5869

