



Service Manager

募集職種

採用企業名

ユネックス合同会社

支社・支店

HYTORC

求人ID

1523743

業種

その他（メーカー）

雇用形態

正社員

勤務地

東京都 23区

最寄駅

東京モノレール羽田線、 流通センター駅

給与

経験考慮の上、応相談

更新日

2025年02月26日 01:34

応募必要条件

職務経験

6年以上

キャリアレベル

中途経験者レベル

英語レベル

流暢 (英語使用比率: 50%程度)

日本語レベル

流暢

最終学歴

専門学校卒

現在のビザ

日本での就労許可が必要です

募集要項

In this role, you will be the primary point of contact for the service department handling the day-to-day operations, management of service staff, along with customer & technical support.

Responsibilities include:

- Management of the workshop service operations, including Mobile Van Techs and Workshop Service Techs to ensure structure, compliance, and standards are met.
- Monitor tech activities, calibration laboratory equipment, ISO compliance requirements.
- Manage & Support Mobile techs schedule, site inductions.
- Provide management with monthly analysis and reports on service metrics.
- Liaise with customers & sales agents to provide technical support.
- Assist in inventories with teams throughout the year.

- Management and compliance of company policies and procedures.
- Recruiting, interviewing, onboarding, & training assistance of service personnel.
- Contribute to the continual improvements in service department processes. Effective management of service personnel, processes, and quality policies in service department for streamlined repair and calibration services.

HYTORC was formed in 1968. We are the world's leader in hydraulic and pneumatic torque wrench manufacturing. Our mission is to make industrial bolting safer, simpler and more precise and thus, more reliable. From the bottom of the ocean capping an oil leak in the Gulf to the top of the world, erecting the new Freedom Tower, we help all industry with better bolting solutions. For over 55 years our focus has been on engineering new technologies for hydraulic and pneumatic torque wrenches while creating a worldwide 24/7 service network our customers can depend on. As a result HYTORC has become the most trusted name in industrial bolting systems.

HYTORC, has an exciting opportunity for an experienced Workshop Manager to lead the service operations from our main office located in Tokyo for Japan. You will effectively manage our current customer base, while growing the service business with our HYTORC mobile vans offering onsite services.

This is a fast-paced working environment and an excellent opportunity for the right person.

スキル・資格

Requirements:

- The successful candidate will be self-motivated and have a proven track record of people management skills, supervisory experience, remote support, and the ability to provide excellent customer service in a fast-paced environment.
- Strong communication, organization, team building, leadership and multi-tasking skills are a must.
- Familiarity with a service program, heavy industry applications/terminology, basic mechanical aptitude with industry knowledge is strongly preferred.
- Candidate must be proficient in Excel, Microsoft products, Outlook and Teams.

HYTORC offers excellent working conditions, competitive compensation and a complete benefits package.

Submit your resume with salary requirements today for immediate consideration. Must travel daily to office in Tokyo. Periodic travel to customers sites will be required.

会社説明