



Heidelberg Benelux (formerly Plantin and Tetterode) is part of Heidelberger Druckmaschinen AG and supplies printing solutions to the graphic market in the Benelux. We do not limit ourselves to the sale of machines, but we also supply all associated services, parts, consumables, software and training during the entire life cycle of the machine. Heidelberg Benelux, together with its 180 employees from Evere (BE) and Haarlem (NL), achieves a turnover of approximately €100 million.

For Heidelberg Benelux, based in Evere with frequent travel to Haarlem, we are looking for an

Lifecycle Operations backoffice manager (m/f)

Your tasks and responsibilities:

- Conduct and manage Call Intake, Helpdesk, Dispatch, Spare Parts and Service Administration teams and processes within the Benelux.
- Design, staff and implement back office processes according to the Heidelberg Global Strategy.
- You lead and implement projects defined within the organization
- Execute and supervise execution of agreed standards and processes
- Supervise and be operationally part of monthly closure
- Ensure support to all team members in terms of processes and tools
- Escalation of issues to other departments within territory or to global
- Compliance to global policies and procedures
- Ensure cost efficient fulfillment of tasks
- Be the key user for ERP in service department

Your profile:

- Educated at a minimum higher vocational level in a technical and/or business discipline.
- Proven experience and good competencies in people- and change management.
- You are a process thinker, good analytical skills, service minded but at the same time cost sensitive and pragmatic, with enthusiasm for process optimization.
- ERP systems knowledge, preferably SAP
- Willingness to work on international level (Benelux with occasional contact Germany)
- A "no nonsense" mentality, with sufficient commercial feeling and persuasiveness.
- Good command of the Dutch, English and French language in word and in writing.

Our offer:

- We offer you a very varied job, we guarantee that routine or boredom are excluded.
- We give you the opportunity to gain broad service experience in a B2B environment and to grow within an excellent, internationally operating service organization.
- We have excellent terms of employment and a competitive salary.

Do you want further information or are you interested?

Please contact Wim Theuns, HR advisor at our branch in Evere, telephone number +32 2 727 34 00 or wim.theuns@heidelberg.com