

Customer Support Manager

- ✚ **Global Leader in Digital Appliances and Media**
- ✚ **B2B Environment with National Responsibility**
- ✚ **Attractive Six Figure Salary Package + Car**

Our client clearly leads the global market in high-tech consumer electronics and digital media and continues to push further ahead of the competition through aggressive expansion in this region, constant innovation and commitment to quality in both product and customer service. They now require the services of a strong leader who can develop and execute service network strategies in line with product value and market expectations ensuring they retain their No.1 status across the board.

This is a major appointment charged with the full responsibility and accountability of managing all authorised service centre relationships ensuring “end 2 end” customer satisfaction targets are achieved. You will be the conduit between our client and all service repair partners throughout Australia as part of a national initiative to improve the entire customer experience.

This is a fantastic opportunity for someone with strong leadership qualities and an eye for operational detail, including the ability to influence at all levels within the organisation. We therefore seek expressions of interest from senior operational leaders who have vast experience in the management and development of third party authorised repair networks within the electronics industry. This is no job for the faint-hearted as the management culture is tough but fair. Your resilience, strong stakeholder management skills and deep knowledge of this industry will be rewarded with local and international career development opportunities.

We therefore seek expressions of interest from candidates who profile as follows:

- ✚ Proven track record (5+ years) in the consumer electronics or consumer goods industry;
- ✚ Strong leadership skills;
- ✚ Strong third party / client relationship skills;
- ✚ Strong analytical skills and detail oriented;
- ✚ Strong time management skills with the ability to prioritise and manage complex projects to completion;
- ✚ Ability to cope within a high pressure and high volume environment;
- ✚ Ability to travel frequently; and
- ✚ Experience in training and developing teams.

To apply in strict confidence, please click the apply button below attaching a brief resume and covering letter quoting **Ref. No. DOK/50191** or call **David O'Keefe** on +61 2 9947 9775 for further information.