

## *Field Service / Customer Support Director*

Client is established and very profitable. Outstripping the competition on price, features and performance demand for their capital equipment continues to grow. Expectations are this company will double in size in the next 24 months and that this department's impact on the bottom line will continue to rise. This client has reached economies of scale that now justify bringing outsourced Field Service inside creating this need for a Director.

This Director will:

- Hire and manage a national network of 30+ front line field engineers who provide maintenance on installed equipment.
- Oversee the group that installs the complex capital equipment.
- Oversee an expanding, worldwide, 24x7 customer support P&L center.
- Increase margins and generate more revenue
- Create and implement continuous improvement programs
- Provide briefings to executive team
- Report to the VP of Customer Service

Compulsory QUALIFICATIONS:

- BS degree is absolutely mandatory
- Recent and comprehensive expertise in managing a Field Service group for complex capital equipment (exclusive of customer service, tech support, call center, etc)
- Previous management experience managing 25+ Field Service employees required
- Previous P & L experience for at least \$5 million service operation
- Demonstrated experience in improving metrics for a Field Service group
- Previous experience managing third party contracts
- Experience with third party telephone support
- Use of asset management software
- In depth electro-mechanical technical knowledge
- Proficient in XL (will be tested)
- Adept in metrics(will be tested)
- Extremely data driven
- 30% travel

Large ASSET but not mandatory:

- Prior experience with US government contracts

**Compensation: base salary into the 100's plus a bonus. Woburn / Waltham MA.  
Relocation is available.**

Interested Candidates, please contact:

Leslie Gabriele

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