Schubert Packaging Automation Inc. (SPA) is the Canadian subsidiary of Gerhard Schubert GmbH in Germany. Schubert is a pioneer in developing, manufacturing and marketing robotic packaging machinery for a broad range of industries and applications. The innovative Top-Loading-Machines (TLM) and F-44 Pick-and-Place systems made Schubert, with its staff of approximately 1300, a world leader in manufacturing of CNC controlled packaging machines and lines for primary, secondary and tertiary packaging. In its over 50-year company history, Schubert keeps setting the standard for the industry through continuous innovation and focusing on flexibility, standard modules and PC control which earned Schubert an international reputation for producing high-end quality equipment.

To further develop our Canadian market, we are seeking a highly motivated and customer-oriented:

**Service Account Manager**

**Objective:**

The Service Account Manager will be responsible for the overall administration of specific customer accounts by working closely with the customer and the Schubert technical team. Duties include order processing, customer service and assisting with any questions or issues regarding the product and/or the orders. Activities are coordinated within SPA, supported by Schubert Germany, and planned together with the customer.

**Responsibilities:**

- Manages assigned customer orders and provides customer service.
- Fields inbound phone calls to receive orders, addresses service questions and offers customer service.
- Processes orders, verifies parts of the order and confirms back to customer.
- Prepares spare part offers.
- Works directly with other teams to ensure no service gaps, including service technicians, sales and planning groups.
- Prepares, organizes and monitors shipments to customers (new machines and spare parts) as well as shipments to Schubert Germany / USA.
- Manages consignment stock.
- Serves as a liaison for the customer and the company. Offers a one call option by being the person that can address all questions from a customer or get to a correct person that can.
- Schedules service technicians.
- Travel bookings for Schubert employee business trips.
- May perform other duties as required.
- Empowered to work for resolution for the customer while adhering to the business processes of the team and the company. Works under direct supervision but handles specific tasks independently.
Qualifications and Requirements:

− Completion of a 2-year program in Business Management or equivalent experience.
− Basic understanding of machine components.
− Experience with providing solutions to customers.
− Positive attitude and ability to work independently, while still acting as a team-player.
− Ability to communicate effectively both orally and in writing.
− Excellent people skills including conflict resolution skills.
− Proficient knowledge of MS Office, including MS Project.
− Detail oriented and strong analytical, planning, organizational and time management skills.
− Ability to take initiative and ownership of assigned tasks.
− Resourceful and calm in a high pressure, fast-pace environment.
− Practical and proactive approach to problem solving.
− Flexibility – able to quickly adapt to new situations – and creativity – able to think “outside the box.”
− Excellent command of English; knowledge of German and French will be considered an asset.
− Must have a valid work permit

We offer:

Recognizing that employees are our greatest assets, we provide them with a competitive total compensation package, which includes:

− An interesting challenge with excellent prospects
− Competitive salary commensurate with experience
− Comprehensive initial and ongoing training
− Four weeks of vacation
− Enjoyable work climate in modern and innovative working environment
− Excellent benefits package in accordance with industry standards

If you can picture yourself servicing some of the most sophisticated and highly desirable capital equipment and you have what it takes, then we want to hear from you! Please forward your resume to:

Schubert Packaging Automation Inc.
5285 Solar Dr., Suite 201
Mississauga, ON, L4W 5B8

n.hoffmann@schubert-na.com
For preliminary information please call
Nadine Hoffmann at (980) 244 3171

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