

VISIT [HAUZER.NL](http://HAUZER.NL)  
FOR OUR VACANCIES!

## GLOBAL HIGHTECH TEAMWORK

IHI Hauzer Techno Coating is an international high-tech organization, with over 190 employees and branches in Venlo, Barcelona, Yokohama and Shanghai. At our home base in Venlo, we develop and assemble plasma coating systems with leading vacuum, sputtering and arc evaporation technology, which then find their way around the globe, to customers with notable names. At this medium-sized company, employees can still enjoy their profession and make a difference. Hauzer was founded in 1983 and became part of the Japanese IHI Group in 2008. The IHI Group is a group of 188 companies totaling approximately 27,000 employees.

## MANAGER CUSTOMER SUPPORT

### WHAT CHARACTERIZES THIS JOB?

As Manager Customer Support you will be organizing, managing and developing the Customer Support department in such a way that it leads to excellent customer satisfaction and (repeat) orders.

You will develop and carry out a vision for the department based on the company goals of Hauzer. Your aim is to further improve the overall level of the department, making it even more efficient & effective. You will translate the voice of the customer into action plans and ensure that these are executed successfully. It is in your nature to develop and implement procedures to ensure continuous improvements. You will also work in close cooperation with Hauzer Yokohama and Hauzer Shanghai.

The Customer Support department consists out of 8 Hauzer employees being Account Managers, (Field Service) Engineers and an Assistant. You will report to the Director of Sales.

### WHAT DO WE ASK?

- A Master work- and think level and at least a Bachelor degree;
- At least 5 years of managerial experience in a dynamic B2B Customer Support department;
- Preferably experience in an environment selling capital high-tech equipment;
- Visible experience in initiating and realizing improvement projects;
- You are an pro-active, communicative and persistent go-getter;
- The willingness to travel worldwide for approximately 20% of the time or more when needed;
- Good verbal and written command of the Dutch, English and preferably German language;

### WHAT DO WE HAVE TO OFFER?

Apart from good primary and secondary conditions, Hauzer offers an environment with room for personal development and initiative while working in an enthusiastic and dedicated team of colleagues who strive for quality and innovation.

# HAUZER

### INTERESTED IN THIS VACANCY?

Please send your cv and motivation by email to  
IHI Hauzer Techno Coating, Petra Vermeeren,  
HR Advisor, [pvermeeren@hauzer.nl](mailto:pvermeeren@hauzer.nl)

See [www.hauzer.nl/careers](http://www.hauzer.nl/careers) for our Privacy Policy for Job Applicants.

IHI GROUP