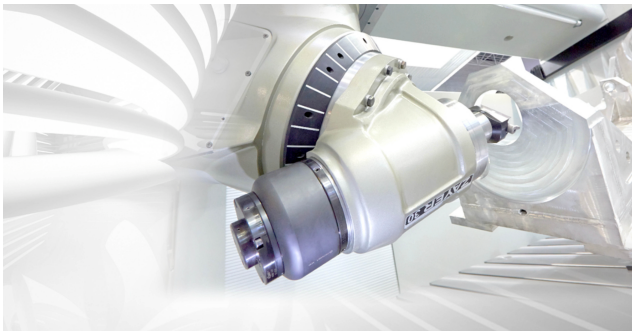
Head of Service Central Europe (m/f/d)

SERVICE	LEADERSHIP	CENTRAL EUROPE
Maintenance · Repairs · Retrofit	Team · Organisation · Quality	Customers · Technology · ZAYER



Your opportunity at ZAYER European Machine Center

ZAYER EMC is seeking an experienced leader to build and manage our service organisation in Central Europe. Based at our technology centre in Lontzen near Aachen, you will develop an effective customer service operation for CNC machine tools, combining technical expertise, leadership and a clear customer focus.



ZAYER – Expertise in technology

ZAYER has been developing and manufacturing CNC milling machines and machining centres for more than 60 years. Precision, technological development and customer-specific solutions define the brand, with a presence in more than 40 countries.

The portfolio includes bed-type, travelling-column and portal milling machines, as well as multitasking and automation solutions.



Your responsibilities

- Build and lead the Central European service organisation; develop the team and service partner network
- Plan and coordinate commissioning, maintenance, repairs and on-site technical service
- Take ownership of complex technical escalations and ensure sustained machine availability
- Develop maintenance, spare parts and retrofit concepts, alongside customer-focused service offerings
- Manage service quality, resource scheduling, costs and KPIs; continuously improve processes
- Work closely with customers, sales, the technology centre and the ZAYER headquarters in Spain

What we offer

- ✓ Short decision-making paths and direct collaboration across service, technology and sales
- ✓ Above-average earning potential
- ✓ Company car with private use
- ✓ Scope to shape and build an effective service organisation for Central Europe
- ✓ A new technology centre and modern CNC machine tools as your technical environment
- ✓ Thorough onboarding and product- and service-specific training
- ✓ Support for your retirement provision

Your profile

- Engineering degree or advanced technical qualification; alternatively, a comparable qualification with substantial professional experience
- Several years of leadership experience in service, maintenance or the technical operation of CNC machine tools
- Sound knowledge of mechanics, hydraulics, electrical systems and CNC controls; experience with large milling machines and machining centres
- Experience in building teams and processes, resource scheduling, cost control and staff development
- Business-minded approach, strong customer focus and confidence in handling technical escalations
- Excellent German and good English; French or Spanish would be an advantage
- Willingness to travel within Central Europe and to collaborate with the headquarters in Spain

Apply now

Would you like to take responsibility for shaping CNC machine tool service in Central Europe? Please send us your application, stating your earliest possible start date and salary expectations.

APPLICATIONS & CONTACT

Dastec Werkzeugmaschinen GmbH

Lontzen Technology Centre

Human Resources
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