

# Insert - We catch them all

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## Customer Service Manager (M/F/D)

### Description

#### Join Insert – Lead Our North American Service & After-Sales Team!

Insert is a global leader in developing and manufacturing highly innovative, sensor-based sorting and monitoring equipment for the food processing industry. Our cutting-edge technology enables food processors to achieve new levels of safety, quality, and efficiency. Headquartered in Austria, with a U.S. subsidiary in Turlock, California, we are expanding our presence across North America.

### Responsibilities

- **Service & After-Sales Leadership:** Manage North American service operations and lead a growing team of field service engineers.
- **Customer Support Excellence:** Oversee maintenance, repairs, and technical support, ensuring top-level service for our customers.
- **Process & Workflow Optimization:** Implement training programs, workflows, and service procedures to improve efficiency.
- **Strategic Collaboration:** Act as the key interface with European HQ Service Management, aligning global service strategies.
- **Service Program Development:** Create tailored service programs and offerings that meet customer needs.
- **Customer Relationship Management:** Maintain strong relationships with customer maintenance managers and technicians.
- **Performance & Financial Tracking:** Prepare regular reports on service performance, key initiatives, and financial metrics.

### Qualifications

- **Service Expertise:** Extensive experience in service management, equipment maintenance, or project management.
- **Technical Background:** Technical diploma, college, or university degree in engineering or a related field is an asset.
- **Hands-on Skills:** Ability to read and interpret electrical schematics and troubleshoot electrical and IT connectivity issues.
- **Customer Focus:** Proven experience in customer relationship management, order management, and spare parts coordination.
- **Communication & Leadership:** Strong written and verbal communication skills with the ability to lead and inspire a team.
- **Problem-Solving Mindset:** Solution-oriented, structured, and quality-focused approach to challenges.
- **Independent & Team-Oriented:** Ability to work autonomously while fostering teamwork and knowledge-sharing.
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### Job Benefits

- **Exciting Leadership Role:** Manage and develop our North American service team and expand our after-sales operations.
- **Cutting-Edge Technology:** Work with high-tech sensor-based sorting solutions shaping the future of the food industry.
- **Comprehensive Onboarding:** Extensive training on optical food sorting

### Job Location

Turlock, California, USA

### Employment Type

Full-time

**Travel Requirements:** Willingness to travel up to 20% across North America, with occasional trips to Europe for training.

**Competitive salary** of \$85,000–\$100,000 per year.

**Vacation Time:** 15 days of paid vacation (3 weeks).

### Contacts

[career@insert.at](mailto:career@insert.at)

equipment and service processes.

- **Career Growth & Development:** Strong focus on personal responsibility, leadership, and professional advancement.
- **Global Perspective:** Opportunity to travel across North America and to our European headquarters.
- **Excellent Benefits:** Medical, dental, and vision plans, as well as per diem allowances for travel.
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### **Working Hours**

40-50 hours per week, Monday-Friday, with flexible hours typically between 6:00 AM and 6:00 PM. Supporting the Field Service Team outside of these hours as well as occasional work on the weekends will be required.