

Lead of Service Excellence

Your Tasks

- Manage Service excellence department , approve holidays , insure training of the staff and intern development ,perform annual appraisal , regular communication and meetings;
- Derivate objectives for the department out of region objectives, set and communicate these objectives , aligned with GS and superior;
- Insure the coordination of task in the area of the department;
- Responsible for the yearly budget for the department, compare actual vs. budget and propose remediation plan if needed;
- Work closely with the Head of Service Operation and Field Area Managers to align the service excellence team around the strategic regional/local objectives , ensuring that all of the teams' efforts are delivering consistently against these objectives in a tangible, efficient and effective manner, while balancing short-term results with long-term sustainability;
- Create and foster a culture of continuous learning in the organization. Investigate shortfalls, issues, and complaints in current business processes;
- Identify and structure new ideas/projects for continuous operations improvement;
- Prepare APAC Training courses and SQA schedule before Nov. for next year and adapt it when required to meet training needs and SQA targets country by country;
- Measure impact of projects and full implementation;
- Communicate regularly with Global Service (GTT and SQA) and align the strategy with local needs and company policy;
- Communicate and align the needs with ISP management and After sales to fulfill training for Clients and ISP;
- Straight communication with Service Director, Service Operation assuring standard and systematic reporting;
- Comply with legal regulations, Global service Standard & processes, ethics and policies regarding general duties and management;
- Ensure the achievement;
- Ensure the compliance with the defined ENERCON Service Quality Standards trough WEC inspections, process monitoring's and field training verifications;
- Analysis of Quality Inspection reports (SQA); and insure regular reporting to the management;

DRIVING THE FUTURE

Innovative ideas are the hallmark of our successes and move us on. We are passionate about realizing wind energy projects across the globe and meeting tomorrow`s energy technology challenges. You and your engagement can make a contribution to shape the future of renewable energies.

APPLY NOW!

Are you interested? Then please submit your application (CV, motivation letter, certificates, earliest starting date and your salary expectation) via email to:

scarlett.do@enercon.de

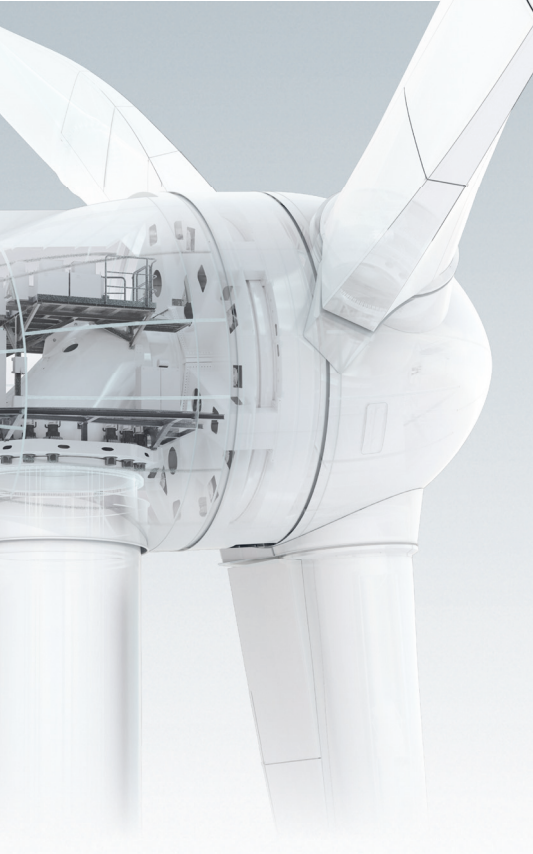
Location: Taichung, Taiwan

Contact:

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www.enercon.de/karriere



SHAPING VISIONS

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- Ensure that the shared knowledge on the training are fully applied on the field;
- Identify improvement opportunities and training needs by communicating regularly with the different stakeholders;
- Ensure compliance and fulfillment of the training plan;
- Enhance the appliance of new training concepts according to ENERCON Standards and APAC requirements;
- Comply with the Company's Health and Safety regulations, procedures and technical instructions;
- Report and promote reporting, according to procedure, all incidents, near miss, risk identification and safety deviations observed.

Your Skills:

- Target orientation;
- Structured nature;
- Driving licence class B;
- Willingness to travel;
- Self-employment;
- Personal initiative;
- Assertiveness;
- Decision-making ability;
- Flexibility;
- Ability to communicate;
- Sense of responsibility;
- Organisational ability;
- Ability to work in a team;
- Resilience;
- Conflict ability.



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