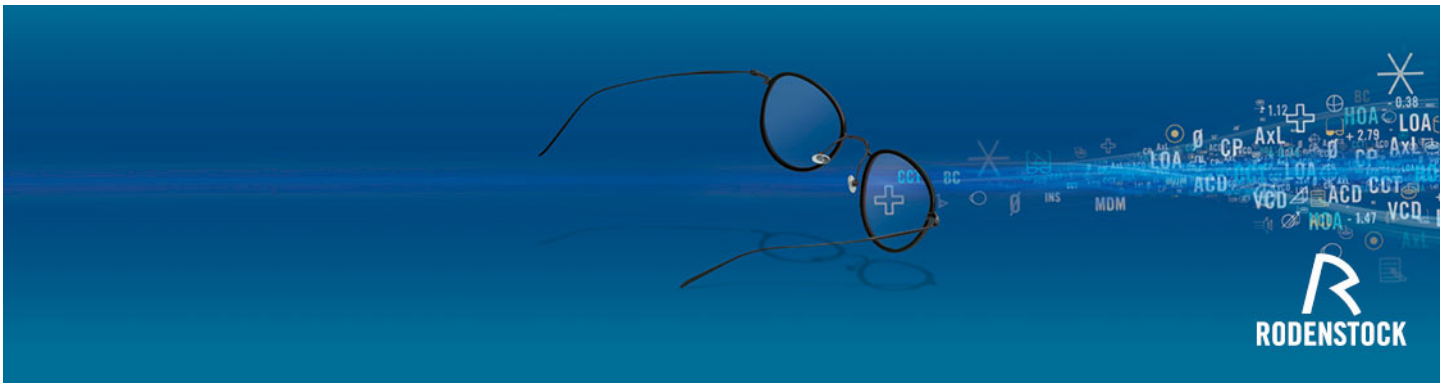

Do you regard freedom as an opportunity to do something new? Do you say what you think, and do what you say?
Does success drive you to take on new challenges and overcome them with passion?
Then Rodenstock is just the place for you!

MANAGER GLOBAL INSTRUMENTS SERVICES (M/F/X)

Your responsibilities

- Expansion and management of the global technical service for optical measurement devices in close collaboration with international market organisations, as well as coordinating third-level support with manufacturers and service partners
- Definition and rollout out of global service standards and processes
- Establishment and monitoring of global service KPIs regarding service quality, efficiency, and financial results
- Analysis of service data and device performance to derive product and service improvements in collaboration with functional departments, particularly Product Management, R&D, and Quality Management
- Further development of global training and certification programs for our service organisation
- Ensuring compliance with safety, quality, and regulatory requirements in service operations
- Contribution to design and further development of the global service and after-sales strategy

Your profile

- Completed studies in business, engineering, or optics
- Several years of professional experience in product management, technical service, after-sales, or service operations management within international matrix organisations
- Technical understanding of optical measurement systems or precision instruments is an advantage
- Proficiency in MS Office, CRM, ERP, and service management systems
- Business fluent in English and German
- Willingness to travel internationally (up to approx. 30%)
- Structured, entrepreneurial, and service-oriented personality with strong communication skills
- Proactive problem-solving mindset and organisational skills

About Rodenstock

The Rodenstock Group is an international innovation leader and manufacturer of spectacle lenses in the eye health sector. This is driven by our philosophy “B.I.G. VISION FOR ALL – Biometric Intelligent Glasses” for a paradigm shift in bespoke varifocal lenses. The medical technology company, founded in 1877 and headquartered in Munich (Germany), employs around 4,100 people worldwide, maintains five central production facilities and is represented by sales offices and distribution partners in more than 85 countries. Due to the combination of German brand quality, technical innovation and global growth, you will find a wide range of work with a good deal of freedom for new ideas and your own personal development at Rodenstock.

Visit us on LinkedIn, Facebook and Instagram.

What we offer

- internationality, agile structures
- attractive compensation, corporate benefits
- flexible working hours
- onboarding, internal academy
- support of health
- employee events
- sustainability
- lenses employee discount

Location

Elsenheimerstr. 33
80687 Munich
required immediately

Your application

We are looking forward to receiving your online application at
www.rodenstock.de/karriere-jobs
Ref. No. 1977

Your contact person

Ms. Kunz
Senior Manager
Recruiting & HR Marketing
+49 (0)89 7202 - 427