

## SERVICE CENTER MANAGER ABU DHABI AND IVORY COAST - Smiths Group

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Company: Talent Pal

Location: Abu Dhabi

Category: other-general

REF: JOHNCRANEEMEA02353 DIVISION: John CraneJOB FUNCTION: After Sales Service Repair Job Description We are seeking a highly skilled and experienced Service Operations Manager to oversee our production operations in Abu Dhabi and Ivory Coast. The successful candidate will be responsible for managing the daytoday service operations activities optimizing processes ensuring quality standards and driving continuous improvement initiatives. The Service Ops Manager will play a pivotal role in achieving production targets maintaining a safe work environment and fostering a culture of efficiency and collaboration within the service team. Duties & Responsibilities Plan organize and coordinate manufacturing activities to meet production targets and deadlines. Implement and monitor production schedules ensuring optimal resource utilization. Drive efficiency improvements and cost reduction initiatives in the service center. Establish and maintain quality standards for products ensuring compliance with industry regulations and company policies. Implement quality control measures to identify and rectify defects minimizing production errors. Lead and motivate the service team fostering a culture of accountability teamwork and continuous improvement. Conduct regular performance evaluations and provide coaching and training as needed. Identify opportunities for process improvement and implement lean and six sigma principles to enhance efficiency. Collaborate with crossfunctional teams to implement best practices and drive operational excellence. Ensure compliance with safety regulations and promote a safe working environment. Implement and enforce safety protocols and procedures to minimize workplace accidents. Oversee inventory levels monitor stock accuracy and implement inventory control measures. Collaborate with the supply chain team

to optimize materials and ensure timely availability. Assist in the development of Operations budgets ensuring cost effectiveness and resource optimization. Liaise with other departments providing regular updates on production status challenges and opportunities. Collaborate with peers in other regions to work in common goals. Collaborate with senior management to align with service strategies with overall business goals

### Diversity & Inclusion

We believe that different perspectives and backgrounds are what make a company flourish. All qualified applicants will receive equal consideration for employment regardless of race color religion sex sexual orientation gender identity national origin economic status disability age or any other legally protected characteristics. We are proud to be an inclusive company with values grounded in equality and ethics where we celebrate support and embrace diversity.

**The Individual** Minimum of 7 years experience in a similar role. Any engineering degree in the relevant field of education Mechanical engineers preferred. Extensive knowledge in rotating equipment and ability to carry out Failure and Root Cause analyses. Experience of working in a multinational and multicultural environment in a managerial position. Experience in service industry preferred. Proven track record in project execution and people management Sound knowledge on all John Crane products

**Strong Commercial and Technical Skills** Excellent communication and presentation skills

**Key accountabilities:** Service activities in the assigned region Assigned KPIs Team Leadership Process Optimization Safety and Compliance Inventory Management Budget Management Communication Customer satisfaction Quality Assurance

**About Smiths** At Smiths we apply leading edge technology to design manufacture and deliver market leading innovative solutions that meet our customers evolving needs and touch the lives of millions of people every day. We are a FTSE100 global business of around 14600 colleagues based in 50 countries. Our solutions have a real impact on lives across the planet enabling industry improving healthcare enhancing security advancing connectivity and supporting new homes. Our products and services are often critical to our customer s operations while our proprietary technology and high service levels help create competitive advantage. We welcome colleagues with a curious mind who are happy with responsibility enjoy a challenge and are attracted by the idea of working at a business with a 170 year history of innovation and five global divisions all experts in their field.

**About John Crane** John Crane is a global leader in rotating equipment solutions supplying engineered technologies and services to process industries. The company designs and manufactures a variety of products including mechanical seals and systems couplings filtration systems and digital diagnostics technologies. John Crane

customer service is accessed through a global network of more than 200 sales and service facilities in over 50 countries. Global reported revenue for fiscal year 2021 was in excess of \$1 billion USD. John Crane is part of Smiths Group a global leader in applying advanced technologies for markets in threat and contraband detection energy medical devices communications and engineered components. This job has been sourced from an external job board. More jobs on

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