

Operations Manager (m/w/d)

As pioneers and global leader, Hiab is ambitious to write forward our success story, inspiring and shaping our industry. The world in which we operate with our class-leading products, intelligent services and innovative digital solutions is constantly changing.

HIAB is seeking an experienced **Operations Manager** to oversee all Service and Installation operations across our workshop network in the region. In this pivotal role, you'll take ownership of performance metrics such as volume, profitability, cost control, team engagement, and customer satisfaction – ensuring our workshops deliver world-class service to assigned customers.

This position will be based in Augsburg, Germany

Main tasks and responsibilities

- Oversee and manage the Workshop Managers including all Service and Installation teams within the workshops
- Liaise with the country central functions and management to deliver an efficient, effective and profitable operation.
- Work in conjunction with the overall country strategy and contribute to continuous improvements initiative within this area of operation, adopting Lean Manufacturing and Six Sigma methodologies.
- Ensure effective resource allocation and workforce planning
- Develop and mentor employees, providing training and performance evaluations to enhance team capabilities.
- Visit existing and new customers, assess customer needs and negotiate prices and delivery times within limits of authority; and conclude proposals to assist with meeting targets.
- Collaborate with technical support representatives in the Market Area to coordinate and channel technical support from HIAB functions towards assigned customers within the Market Area.
- Evaluate customer satisfaction in a structured manner, to ensure a process of continuous improvement. Obtain regular feedback on market development, trends and demand patterns.
- Manage costs, times, margins and overall profitability
- Take ownership of the workshop P&L's and put in place processes and initiatives to maximise financial performance ensuring forecasts and budgets are accurate.
- Prepared to travel within and outside the area.
- Support the company's efforts to reduce accidents / incidents by reporting unsafe actions or conditions and participating in Safety Walks, Safety Audits and 5S events etc. as require

What you will need to succeed:

- Education in Recognised Business Studies, Commercial or Technical Qualification
- Significant experience in a commercial role from within a related industry.
- Experience and knowledge of engineering production and or bodybuilder operations is also desirable
- Ability to manage a busy workshop environment
- Ability to demonstrate cost control and P&L management
- Excellent customer facing skills
- Strong business mind-set with financial skills

- Good technical skills
- Ability to work in an international business environment in a matrix organisation
- Results and achievement driven and eager to create long term relationships
- High integrity and excellent interpersonal and communication skills
- Good English skills and and proficiency in German
- Driving licence

You'll be part of

We offer flexible working hours, including home office, and a company car. Become part of our international enterprise founded upon the principles of Integrity, Quality, and Safety, and leverage a cooperative environment that fosters professional advancement.

Interested to join?

If you're excited about this opportunity, please submit your application now at hiab.bewerbungen@hiab.com! By joining Hiab, you will be able to work closely with leading industry professionals, developing and implementing new concepts that set the standards in the world's leading provider of on-road load handling equipment, intelligent services, smart and connected solutions.

Hiab (Nasdaq Helsinki: HIAB) is a leading provider of smart and sustainable on road load-handling solutions, committed to delivering the best customer experience every day with the most engaged people and partners. Hiab's premium equipment includes HIAB, EFFER and ARGOS loader cranes, MOFFETT and PRINCETON truck mounted forklifts, LOGLIFT forestry cranes, JONSERED recycling cranes, MULTILIFT skiploaders and hooklifts, GALFAB roll-off cable hoists, ZEPRO, DEL and WALTCO tail lifts, and the service brand HIPERFORM, a comprehensive suite of smart solutions that help maximise the life-cycle value of Hiab's equipment.

As the industry pioneer, Hiab continues to make on road load-handling smarter, safer and more sustainable to build a better tomorrow. Globally, Hiab is represented on every continent through its extensive network of 3,000 own and partner sales and service locations, enabling delivery to over 100 countries. The company's continuing operations sales in 2024 totalled approximately EUR 1.6 billion and it employs over 4,000 people. www.hiabgroup.com