Personalvermittlung ∙ Interimmanagement ∙ HR Consulting ∙ HR ad interim

For our international customer a manufactorer of construction and lifting equipment with EMEA HQ in Switzerland (Area of Winterthur) we are looking for a .

**Director, Telematics & Value-Added Services (m/f/d)**

The Director of Telematics has the global functional responsibility for the development, implementation, customer support & commercial performance of the telematics program. Across those functions the Director of Telematics drives process discipline and efficiency across all telematics related processes and cross-functional work. The Director of Telematics also directly owns the relationship between the company and the telematics strategic partner/vendor also looks to partner internally to develop an organization that leverages the telematics data to generate revenue, cost saving opportunities and product improvements.

**Tasks:**

* Actively manage and deliver on the committed Annual Operating Plan (AOP) including commercial revenue development and cost targets
* Lead the ongoing telematics customer support processes globally. This includes activation processes as well as account structure and management (for example, dealer vs end customer)
* Ensure data accuracy and fleet health across the customer fleet population
* Escalate support issues to vendor/partner and communicate effectively with customers until resolution is achieved
* Responsible for defining and implementing the Telematics system roadmap. This roadmap defines the customer-facing product offering and is achieved in partnership with telematics vendor/partner.
* Responsible for defining and driving the telematics data monetization strategy.
* Across all regions direct global functional business responsibility for the Telematics activation and fleet health processes
* Own the relationship between the company and telematics vendor partner; attending/leading weekly and monthly program meetings to drive the program forward
* Define business requirements and scope new capabilities
* Partner with the legal and commercial teams to identify areas of risk (data privacy, data ownership etc) and draft language for commercial customer program agreements
* Own all pricing activities related to the telematics program globally
* Drive functional improvements in terms of core processes and systems
* Drive process discipline and efficiency across all regions & manage the operational, daily business in these functions through common processes, systems/tools and KPIs
* In close cooperation with IT define and implement appropriate integrations to harmonize and standardize the business processes. This includes the identification, enhancement and implementation of …
  + Activation processes that pull from multiple ERP systems and pass data to our third party vendor partner through the use of middleware
* Straight-line lead in the performance management process for all functional Telematics employees as well as providing strategic direction for engineering and software resources as it applies to the telematics program.

**Qualifications:**

* University degree required (MBA)
* Ideally 5+ years industry experience with minimum 3+ years of management responsibilities
* Ability to interact successfully in different cultures and across different business maturity levels
* Excellent communication skills, analytical and data driven
* Cross functional leadership
* Proven success in telematics deployment and monetization with an OEM
* Previous customer-facing experience or sales experience
* Lean or Six Sigma experience
* Excellent written and spoken English
* Must be willing and able to travel (approximately 20%)