

## Head of Services (m/w/d)

Are you interested in working in a young, innovative, and dynamic robotics company? Are you enthusiastic to support a fast-growing organization? This might be the perfect opportunity for you. We are looking for an experienced **Head of Services (100%)** for the further structuring and management of our service activities covering all F&P Robotics products.

### **ABOUT F&P ROBOTICS**

F&P Robotics AG is a pioneer in the field of human-robot interaction with 50 employees. We develop and build interactive, collaborative robots for industrial, hospitality and care applications. P-Rob Eco is the newest generation robot which can be used to automate a variety of tasks in several industrial environments. Lio is a unique mobile robot offering assistance to health care workers and patients/residents. We offer complete robotic solutions, for which we develop both hardware and software and adopt modern technologies in the fields of robotics, artificial intelligence, software development and machine learning.

### **YOUR TASKS & RESPONSIBILITIES**

- As our Head of Services you will set up and be responsible for clear and structured processes for our growing client facing teams like Technical Services, Project Management and User Experience. You make sure that our clients receive the best possible service.
- The needs and wishes of our national and international customers are your top priority. You will be responsible for teams that cover a wide range of the customer experience lifecycle from project planning, product installation, customer training to technical service. You strive for a smooth and efficient execution of these processes and also support your team “hands-on” in daily business such as technical troubleshooting and organizational matters, if required.
- To further improve and refine our services, you will assess customer feedback, train our employees and support them in their development.
- Furthermore the compliance with the contracted services in terms of time, quality, cost and scope will be in your responsibility and you will be optimizing contracts and service agreements taking into account competition, industry trends and vision.
- As an experienced manager, you find it easy to lead teams with different backgrounds and education in a goal-oriented manner, to promote multi-team cooperation and to motivate employees.

## **F&P Robotics AG**

Rohrstrasse 36  
8152 Glattbrugg ZH  
+41 44 515 95 20  
www.fp-robotics.com



### **Your Qualifications & Experience**

- Strong customer focus and service orientation, excellent communication skills at different levels combined with natural assertiveness
- You have at least 3 years of experience in management positions in a service organization and you find it easy to motivate and inspire employees
- You have experience in setting up new structures and processes, in writing manuals and guidelines and you keep a cool head even in challenging situations
- Your technical background (e.g. university degree or higher education) or experience with technical service support will help you to understand our products and the technical issues
- You are fluent in both English and German, any other language is an asset

### **OUR OFFER**

- We offer you an entrepreneurial position with personal responsibility and plenty of development opportunities
- A young, innovative and motivated team that supports each other
- Dynamic working culture with joint targets on group level in a fast growing company
- Hybrid work model with the option of working from home for up to 2 days per week, flat hierarchies and short decision-making processes

Please send your complete application in English, including CV, motivation letter and references, to

### **F&P Robotics AG**

Nadine Niederer, Head of HR  
jobs@fp-robotics.com  
+41 44 515 95 20