



Exail Robotics Belgium – Service Manager (drones)

Service Manager

As **Service Manager**, you are the point of contact within the service contract entered into between Exail Robotics and the customer. You work closely with the technical support teams of Exail Belgium & France, as well as with external partners. You will report to the Plant Manager.

This opportunity has several exciting phases.

During the start-up phase you maintain the relationship with the various external partners. Of course, in the meantime you make sure that you have a good technical knowledge of our products by going through a thorough training. This also gives you the opportunity to share expertise gained afterwards with the parties and colleagues involved and to improve the efficiency of resources.

During the integration phase, you are again in very close contact with the partners to coordinate ongoing (and upcoming) work orders. These work orders you know how to plan well and follow up correctly. In doing so, you deploy the service team of technicians as efficiently as possible. You are also the person responsible for training both your own employees and the customer.

During the maintenance phase you take care of good communication with the service department of Exail Robotics France. You keep the tools & equipment in good condition and the documentation up to date.

Your skills?

- You are Industrial Electromechanical Engineer or you can present (through experience) an equivalent knowledge and level of thinking.
- You could previously gain experience within a service environment.
- You know how to find a good balance between assertiveness and diplomacy.
- You are strong in organization and planning and you keep a helicopter view.
- Your workplaces are mainly Zeebrugge and Ostend.
- You show willingness to travel to Exail Robotics France, mainly in the initial phase.
- You are fluent in both Dutch and French and ideally also in English.

What can we offer you?

In addition to an attractive salary package complemented by many fringe benefits and respect for work-life balance, at Exail we also guarantee:

- a modern and pleasant working location in Ostend
- a place to work on the personal development of employees
- job with a high degree of independence
- growing environment and ditto dynamics
- 12 ADV days (for full-time employment)

Work at Exail?

A sea of benefits!



Unique opportunity

Take a key role and help build world-class drones in our state-of-the-art factory.



Numerous career opportunities

You will evolve with the company and the international defence programme.



Innovative and dynamic working environment

We never say 'no' to creativity, entrepreneurship, and spontaneous ideas!



Contribute to social safety

On a daily basis, you will contribute to the quality and safety of underwater drones for the Navy.

<https://www.exail.com/>