



FASCINATING WORLD OF GLASS

Stoelzle Glass Group is one of the leading international producers of high-end packaging glass for the Spirits, Pharma, Perfumery & Cosmetics and Specialities markets. With seven glass production sites worldwide, four decoration sites and 3,350 employees, we are a family-owned company with more than 200 years of successful glass making history.

CUSTOMER SERVICE MANAGER

Location: Home Based, Scotland

Your Responsibilities:

- Customer complaint handling including root cause analysis;
- Proactive & reactive customer visits, identifying savings and improvements;
- Project management, involvement in all new projects from working with NPD and Sales;
- Working with customers and Production on quality improvements;
- Conduct external audits and customer line audits;
- Keep Customer complaint database maintained;
- Liaison with Head of Cold End & Quality and the Director of Quality;
- Generation of weekly & monthly quality reports;
- Liaison with customers & production plants;
- Visit other plants within the Stoelzle group focusing on group quality issues;
- Undertaking other duties as requested by the Company Directors.

About You:

- Working knowledge of ISO standards particularly 9001:2008;
- Good knowledge of glass manufacturing production processes;
- Experience in an inspection/quality role;
- Methodical/logical approach to problem solving;
- Proficient user of Microsoft Office;
- Experience of working in a customer focused role;
- Self-motivated and can-do attitude;
- Ability to interact, influence & support employees & communicate effectively with all levels of the business and external customers;
- Confident to work alone to strict deadlines;
- Willingness to travel.

We Offer:

- Continuous learning and training depending on personal demands;
- Competitive Salary;
- Company Car or Car Allowance;
- Discretionary Bonus;
- Company Pension Contributions;
- Weekly onsite physiotherapist and access to an occupational health nurse;
- Cycle2Work scheme and other cash benefits.

Do you share our passion for glass?

Please apply at our Online-Portal: www.stoelzle.com/stf/career

Contact: **Richard Taylor**, Head of Human Resources