



Role Title: Technical Services Sr. Manager

Reports To: Global Genetic Services Director

Position Location: Remote

Company Background:

ABS Global is the world-leading provider of bovine genetics, reproductive services, technologies and udder care products. Marketing in more than 70 countries around the globe, ABS has been at the forefront of animal genetics and technology since its founding in 1941. We are uniquely positioned as a global player with a dedicated research and development function and an international distribution network. We breed and distribute the genes of the world's best bulls, scientifically selecting livestock whose offspring is designed to increase the profitability of our customers who are some of the world's biggest farmers and food producers.

Our vision is clear: Pioneering animal genetic improvement to help nourish the world.

Role Overview:

The Technical Services Sr Manager delivers post-sale services at customer sites, including installation, maintenance and repair of organization and third-party products and services to ensure that all function properly. This role ensures customer satisfaction by advising customers on preventive maintenance and configurations that may favorably impact performance.

Overall Responsibilities:

- Is accountable for the performance and results of multiple related teams
- Develops departmental plans, including business, production and/or organizational priorities
- Decisions are guided by resource availability and functional objectives
- Provides leadership to managers and professional staff
- Requires comprehensive understanding of concepts and principles within own discipline and a working knowledge of other disciplines
- Manages multiple related disciplines or processes; sets organizational priorities and allocates resources
- Impacts the business results of a sub-function by supporting and funding projects, products, services and/or technologies

Specific Accountabilities:

- Develops and executes departmental plans to grow and retain strategic and key accounts in alignment with the North American business strategy
- Visits strategic and key accounts in order to position our holistic offering, our teams, and to identify improvement opportunities and validate progress to optimize customer experience
- Provides leadership to the Technical Service team and ensures the highest level of expertise, engagement, commercial execution, and professionalism
- Participate in the development and delivery of training programs to enhance the levels of expertise of the ABS North America sales force
- Evaluate and validate tools and concepts to enhance customer experience and increase share and retention
- Represent ABS in industry meetings, forums, and discussions that are in alignment with the North America business strategy

Qualifications and Experience:

- D.V.M or Dairy or Animal Science, or Agriculture related degree
- D.V.M, M.S, or PhD preferred
- At least 5 years leading and managing teams on industry and/ or commercial setting
- Able to travel at least 50% of time

Capabilities and behaviors:

- Live and display the Genus values at all times in their day-to-day activities.
- Maintain professional verbal and written communications with co-workers, internal and external customers, and vendors at all times.
- Be flexible with respect to job responsibilities and consistently strive to be an effective team member.
- Strive to advance your skills and display a willingness to accept future development.
- Actively participate in company training opportunities to further develop skills applicable to the team.
- Gain an understanding of the company's business and the team's role within the company.