

## About Cinionic

Cinionic ([www.cinionic.com](http://www.cinionic.com)) is transforming cinema, providing comprehensive WOW entertainment solutions to movie exhibitors across the globe. We help turn imagination into reality and ensure peace of mind for our customers by offering innovative services and flexible use of capital for a new era. Combining the technology expertise and heritage of our partners, Cinionic powers exceptional experiences across the entire theater to engage visitors at multiple touchpoints in their cinema journey.

Cinionic is a joint venture among Barco, Appotronics, and CFG, with offices in the US, Belgium, Hong Kong and Mexico.

## Function

As **Service Delivery Manager EMEA**, you are responsible for the service delivery within EMEA. You will collaborate closely with Business Operations, Quality, Sales and Marketing and with your colleagues in other regions. The position reports to the COO.

## You will be responsible for

### Service

- Managing the Service portfolio and helping to define and set up new service solutions
- Managing service partners, setting up new (local) service partners
- Negotiating service prices and contracts
- Working closely together with the sales teams to define the appropriate service setup for the customers
- Closely collaborating with Service organization in the US and supporting the Service set-up in Asia
- Be the interface to Key Accounts and Service Partners regarding Service planning, critical Service escalations and Service Monitoring
- Drive Services improvement and customer experience change programs (Product to Service)
- Provide feedback to management on service performance, critical customer issues, and the status of improvement/change programs

### People management

- Leading the EMEA service teams (7-8 engineers) from the offices in Belgium
- Define and manage the required human resources and budget
- Develop and implement various KPIs to ensure performance to expectations and monitor your team as required

- Stimulate and facilitate the personal and professional growth of your team members

### Collaboration

- You will closely collaborate with Business Operations, Quality, Sales and Marketing, and with the colleagues in other regions
- You report to the COO of Cinionic and are part of the management team

### Your profile

- Master's degree, preferably civil or industrial engineer
- 8 to 10 years of experience in a similar service or support organization
- Experienced people manager with good organizational and communication skills
- You have experience with and can provide proof points of a real-life transformation of services inside a small- to medium-sized organization (SME structure)
- You have an interest in technology, IoT, etc.
- You are customer oriented, self-supporting, and are willing to travel from time to time.