

NOUS RECRUTONS



FIELD SERVICE MANAGER (H/F)

FICHET SECURITY SOLUTIONS | PERMANENT CONTRACT | BELGIUM

**Innovation in security has been in our DNA for over 200 years.
Would you like to be part of a leading company in the security sector?**

Who are we ?

Fichet Group is an international player specialized in the protection of people, property, and data.

With over two centuries of experience, we design and produce innovative solutions that combine high-quality products with tailor-made services.

Our expertise in risk management and threat analysis enables us to offer a wide range of solutions, including access control systems, safes, and armored doors.

We are committed to excellence, reliability, and customer satisfaction.

At Fichet, you'll work in a people-focused organization driven by innovation and quality.

As part of our growth strategy, we are looking for a Field Service Manager who can make a difference.

You report to the Operations department and work closely with various internal teams.

Your responsibilities:

- ✓ Leading technicians and service supervisors, with a focus on customer satisfaction and team performance
- ✓ Managing SERVICE activities and monitoring financial results within your domain
- ✓ Achieving the SERVICE budget, including sales and invoicing
- ✓ Ensuring proper implementation of all group processes and tools within your team

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Sales and Invoicing

- Achieving the sales budget related to invoicing (job reports, contracts, invoices, credit notes)
- Actively contributing to sales growth through quotes, supporting documents, commercial opportunities, and additional work

Customer Satisfaction and Efficiency

- Deploying the right resources to meet group objectives
- Collaborating with Service Managers for efficient technician scheduling
- Keeping PLANE0 up to date (skills, customer data)
- Improving team performance and striving for operational excellence
- Providing technical support to technicians (remote and on-site)
- Managing and monitoring subcontracting, including rate negotiations and quote validation
- Ensuring proper scheduling of approved quotes
- Handling customer complaints (by phone and in writing)
- Analyzing recurring issues and implementing corrective actions
- Aligning workload with available resources
- Management

Leadership

- Organizing daily and weekly team meetings
- Setting objectives and conducting annual performance reviews
- Managing the team's skills and training plan
- Supporting onboarding of new employees
- Ensuring safety and compliance with group policies
- Monitoring proper application of safety rules (PPE, authorizations, training, tools, prevention plan)

Profile :



- You hold at least a bachelor's degree, preferably in a technical field (or equivalent experience)
- You have a minimum of 5 years of technical experience in an industrial environment and/or electronic security
- You are familiar with project management and leading technical teams
- Your organizational skills, ability to prioritize, and excellent communication skills enable you to perform effectively in this role
- Travel is part of the job (frequent within Belgium, occasional abroad)
- You are fluent in Dutch, French, and English
- You hold a valid category B driving license
- You have a clean criminal record

Ready for a new challenge? Apply [here](#)

And become part of an innovative, people-focused organization with over 200 years of experience in security !

Afin de se conformer aux nouvelles exigences du Règlement Général sur la Protection des Données, en vigueur depuis le 25 mai 2018, Fichet Group a mis à jour sa politique de confidentialité à l'égard des données à caractère personnel des candidats.