



Chamberlain Group is a global leader in door and gate automation, offering the brands LiftMaster and Chamberlain, found in millions of homes, businesses, and communities worldwide. The European division and subsidiary of Chamberlain is Chamberlain GmbH.

## Technical Support Manager (m/f/d)

Lead the Customer Service team based at our office in Saarbrücken, Germany. In this role, you will ensure high-quality technical and installation support for consumers, dealers, distributors, installers and internal sales team across our entire Productline. You are responsible for the efficient handling of customer inquiries across all channels and for continuously improving service quality, processes, and customer satisfaction. A strong emphasis is placed on world-class customer service, technical expertise, and team leadership.

### Primary Tasks

- Lead and develop the Customer Service team, overseeing all customer touchpoints whether through our customer operations team, email, chat, or online portals
- Provide customers with specialized technical assistance in the installation and support for Chamberlain Group Product lines, which include both private end users and professional customers
- Role-model the best customer experience, ensuring processes are written and met, whilst working to improve the department to uphold best-in-class customer service and technical support
- Capture and monitor top customer query themes, delivering a plan of action to reduce future customer friction
- Continuously improves department, optimizing call flows, modernizing customer contact points, and reducing friction points to drive customer loyalty

### Secondary Tasks

- Comfortably interfaces with leading customers to onboard and support their partnership
- Delivers technical training at customer sites, tailored to specific sales channels (distributors, installers, OEMs) and conducted in the relevant local language
- Support and coordinate field tests for products and applications
- Continuously develop deep technical expertise in automation products, applications (e.g. doors, gates), and competitive solutions, partnering with product management to introduce new or evolve current products.

### Your Qualification:

- Completed university degree or training in electrical or technical engineering or comparable education.
- 3 + years of technical experience, Prior experience installing or servicing garage door operators preferable.
- Excellent communication and training skills
- Can confidently lead, influence, and coach teams and customers in a service-oriented manner
- Strong technical interest with the ability to quickly understand complex systems and translate technical details into practical customer-facing solutions
- Good to very good command of German and English; knowledge of an additional foreign language (Dutch, Italian, or Spanish) would be a plus

### Your benefits:

- Work in a hard-working, international and friendly team
- Attractive total compensation package
- Interesting and varied work environment with flat hierarchies
- Attractive Monday-Friday working hours (8:00 a.m.-5:00 p.m.) with flexible scheduling and mobile work