



PR/087214 | Technical Manager for Sanitary Ware in Düsseldorf (m / f / d)

Job Information

Recruiter

JAC Recruitment Germany

Job ID

1559935

Industry

Other (Manufacturing)

Job Type

Permanent Full-time

Location

Germany

Salary

Negotiable, based on experience

Refreshed

September 30th, 2025 10:46

General Requirements

Career Level

Mid Career

Minimum English Level

None

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Company and Job Overview

We are seeking a hands-on and customer-oriented Technical Support Manager to lead a small but impactful team within our sanitary technology division in Düsseldorf. This role is ideal for someone with a background in wholesale, planning, or sanitary installation, who enjoys solving technical problems and supporting customers and partners. You will be responsible for managing day-to-day technical inquiries, analyzing product issues, and coordinating with internal departments to ensure high-quality service. The position reports to a department head who oversees multiple teams, so autonomy and leadership are key.

Responsibility

- Lead and support one team member in Düsseldorf
- Handle approx. 10 technical inquiries per day via phone and email (95% from within Germany)
- Provide installation advice and troubleshooting guidance for the products
- Analyze recurring product issues and manage spare parts inventory
- Coordinate with internal technical departments (support, repair intake, technician team)
- Visit warehouse in Duisburg monthly to inspect returned items
- Maintain and update technical documentation and knowledge base
- Participate in shift planning and ensure smooth daily operations

Drive company vehicle when needed (valid license required)
Attend in-house training sessions (all conducted in Düsseldorf)

Requirements

Working experience related to the Sanitary Ware, Sanitary Technology field (either at Wholesale, Planning, Installation etc)

Technical Background is great advantage (Vocational school and technical school included)

People Management experience at least 2 - 3 years (Any dept)

Strong communication skills in German (native level) and English (conversational)

Proficient in MS Excel and general office tools

Reliable, organized, and able to work independently

Valid Driving license required

Benefit and others:

Salary: Up to €60.000 per year

Flexible working hours

Full onboarding support

Working hours: 38.5 hours per week

Holiday: 30days

Home Office: Up to 10 days a month Possibility to work remotely

International work environment

Free snacks and fruits

JobRad lease

VL subsidy

Free Parking space or Deutschland Ticket

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Company Description