

# 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

November 26th, 2025 08:01

## 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

**Notice:** By submitting an application for this position, you acknowledge and consent to the disclosure of your personal information to the Privacy Policy and Terms and Conditions, for the purpose of recruitment and candidate evaluation.

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Company Description