# Service Manager – PID Service Italy

**Eidos S.r.l. & Etipack S.p.A. | Chieri (TO) / Cinisello Balsamo (MI) | Permanent**

We are looking for a Service Manager to build and lead PID Service Italy, the joint service organisation of Eidos and Etipack, two Italian manufacturers of labelling and coding systems. Both are part of Possehl Identification Solutions, the identification division of the German Possehl Group, present in more than 30 countries. Your first and most important mission is the service integration project: over the first 12 to 18 months you will bring two service organisations into one, and from there run service as a business of its own.

## YOUR TASKS

- Lead the internal service team and the national network of authorised service centres
- Create one way of working across both companies: shared processes, tools and service levels
- Make response times, reporting and first-visit resolution reliable for every customer
- Sell service and maintenance contracts and grow spare parts, upgrades and training
- Own the turnover and margin of the Italian service organisation
- Work as one team with Sales, Operations and the other PID companies

## YOUR PROFILE

- University degree preferred
- Minimum 5 years in service management in industrial or capital equipment
- Experience leading technicians and managing external service partners
- Commercial mindset: comfortable selling service contracts and discussing value
- Strong technical foundation in mechanics, electronics or mechatronics, plus a practical understanding of industrial IT: machine connectivity, networks and remote access, and the integration of PID systems with customer ERP or MES
- Confident user of CRM and ERP systems, Salesforce an advantage
- Open to using AI tools to make service processes more efficient
- Experience in harmonising processes across organisations is an advantage
- Fluent Italian and good English
- Willing to travel in Italy and internationally when needed, and to work across both sites

## WE OFFER

- Build a new organisation rather than inherit one, with group-level sponsorship
- Two SMEs where decisions are quick and your impact is visible, backed by an international group
- Direct reporting to the General Managers of Eidos and Etipack
- Hybrid working across our two Italian sites, company car included
- Permanent employment with structured onboarding and continuous development
- Competitive compensation package

## HOW TO APPLY

Send your CV to **recruiting@etipack.it** with the reference “Service Manager – PID Service Italy”.