

Project Manager Team Lead

Main responsibilities

Team level

- Act as leader, manager, and coach of the Project Management team with the goal to ensure timely and successful customer implementations of the PerformOEE™ Platform and its related services
- Coach Project Manager team members regularly and individually, including yearly performance reviews
- Coordinate and facilitate onboarding of new Project Management team members
- Plan and ensure Project Management delivery capacity in relation to projected Sales pipeline
- Track and follow up implementation projects on team level, to ensure efficiency and customer satisfaction
- Lead and implement continuous improvements of the Project Management team's ways of working, related to people/skills, working processes and technology/tools

Individual level

- Lead primarily larger and/or complex implementation projects with the goal to ensure timely and successful customer implementations of the PerformOEE™ Platform and its related services.
- Participate as subject matter expert to customers and internally as needed, e.g. in Pre-sales
- Spot and highlight additional customer needs and expansion opportunities to Sales, Customer Success Manager and/or Key Account Manager
- Facilitate hand-over of customers after completed Implementation to Customer Success Manager or Key Account Manager
- Collaborate with other internal teams and departments related to Project Management
- Participate in various internal projects as needed

Goals and Targets (Performance Indicators)

Team level

- Overall NPS and Customer Satisfaction
- Overall team efficiency (implementation hours budgeted vs hours spent)
- Overall team implementation accuracy (set implementation end dates vs actual end dates)
- Churn of customers onboarded last 12 months
- Net Revenue Retention of full customer base
- Overall team Winningtemp scores including eNPS

Individual level

- NPS and Customer Satisfaction of own implementation projects
- Efficiency in own implementation projects
- Accuracy In own implementation projects
- Churn of customers onboarded last 12 months

Background

- Have experience of leading teams
- Be familiar with OEE and CMMS In a Manufacturing Setting
- Be familiar with data integration and data Collection technologies from manufacturing equipment
- Knowledge of SQL Server or similar RDBMS would be an advantage

Report

Reports to Chief Customer Officer in 1:1 meetings on a bi-weekly basis or as needed.

Application

Please submit your CV and Cover Letter to Careers@OEEsystems.com

The Company

OEEsystems International are a specialist in OEE software and a leading provider of manufacturing performance improvement solutions. Our OEE software, PerformOEE™, is widely used by manufacturers for real-time production performance management. The team has extensive experience in senior engineering and operational roles, delivering OEE projects globally with installations across Europe, the UK, the US and Asia.

In May, 2024, MaintMaster, a leader in maintenance management solutions, acquired OEEsystems. This acquisition combines both companies' strengths, offering customers enhanced tools to optimise asset performance and improve collaboration between maintenance and operations teams.

About MaintMaster

MaintMaster is the leading supplier of Maintenance Management Systems in Sweden and has a fast-growing customer base in the DACH region and the UK. MaintMaster offers a cloud-based solution that is available in about 20 languages with customers in 25 countries. The company has offices in Sweden, Germany, the UK, and Vietnam.

MaintMaster seeks to empower maintenance people with a tool that can adapt to all their processes, giving them control and maximising results. This is important because maintenance plays a crucial role in sustainable, safe and efficient production.

