

BenLink is a young, fast-growing start-up consisting of a team of 20 people. We are looking for a passionate Digital Training & Service Development Owner. In this newly created position, you will define, further develop and manage the core of our business – the Service Product Portfolio. Jointly with our OEM partners and customers you will define the individual services, the digital trainings and supporting materials (incl. pictures, videos, guidelines, mobile app) for specific service cases, based on input from service experts and technicians. You will be in charge of creating and implementing smart ways on how to prepare and train the BenLink crowd prior to service events. In addition, you will also be able to develop on-site support and digital enablement material for the technicians.

### **BenLink**

BenLink is a Swiss technology start-up company that is improving the global food value chain. We provide professional services for industrial food production sites through a global digital platform, using smart real-time technologies to match service technicians and customers. Services provided to customers range from inspections and maintenance to repairs and spare parts as well as specific data-based services. Service technicians are digitally trained and enabled during the service execution in the field. We call them the 'BenLink Crowd'.

At BenLink we are big thinkers and changing the industry!

### **Your mission:**

- Work with Bühler and Alfa Laval's service organizations (as well as additional global OEMs) and their technical experts to gather relevant machine know-how and service information for identified service cases.
- Produce and improve digital trainings (eLearnings, video tutorials, pictures, questionnaires, etc., potentially virtual reality) in cooperation with the relevant technical experts and an external digital training creation company.
- Understand our customers and gather market input to be able to consult our OEM customers to further develop the joint service portfolio.
- Participate in service events to experience our Benlink Crowd in action and get first hand input on how to further improve the digital training and supporting materials
- Manage the Service Portfolio and ensure it is communicated to the countries and kept up to date on various channels such as our Internet page, myBenLink order interface, and LMS.
- Further develop the BenLink training concept and enablement methodology
- Identify and explore innovative ways to create and apply training and field enablement materials for the technicians.
- Create digital support material such as guidance, checklists, and documentation for the Crowd, and ensure implementation in the BenLink platform together with operations, IT and team.
- Develop the concept and requirements for an automatized digital supporting method (for example through an APP) in cooperation with IT.

### **Your attitude:**

- Experienced in multitasking and driving prioritization
- Collaborative, have a positive attitude and engage the team and cross-functional partners
- Outstanding attention to detail and strong process-orientation
- Affinity to digital technologies and business models
- Great team player with a positive hands-on mentality

### Your qualifications:

- Solid technical understanding and experience in a technical industry
- Knowledge of machine manufacturing environments, including process automation and end-of-line packaging is an advantage
- 1-2 years of experience in training and development, good understanding how to create effective trainings
- Experience in project management and managing different stakeholders
- Ability to collaborate and communicate effectively with stakeholders, subject matter experts, and teams. Multicultural experience or adaptability required
- Ability to work independently, set priorities and drive projects to conclusion
- Strong conceptual thinking
- Able to travel domestically and internationally (estimated at 10%, including overnight travel)
- Proficiency in German and English is a must, additional languages are a plus
- MS office skills, knowledge of tools to create digital trainings is a plus
- Zurich or London based role, you need to have a valid working permit to be considered

### What do we offer:

- Agile start up company, with a global machinery builder to lean on
- Working in the “puls” of Zurich or London city
- Working in a shared office space with other start ups
- Flexible working environment
- Lean organisational structure
- Benefits from a global parent company; pension, compensation benefits, etc...

**Are you interested in becoming part of our team? Or would you like to learn more about the open position and our young company? Then contact us or send us your CV:**

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