



HEAD OF CUSTOMER FLEET OPTIMIZATION & JOB SITE EFFICIENCY

LOCATION: Lisbon (with regular travel requirements)

REPORTING TO: Group C-Level Executive

WE'RE HIRING:

Head of Customer Fleet Optimization & Job Site Efficiency (formerly Head of User Operations)

Are you experienced in optimizing operations at job sites across diverse industries, from mining to quarries to large-scale infrastructure projects? Do you have a knack for enhancing fleet efficiency and customer satisfaction on a global scale? If so, we want you to join our team!

ABOUT THE ROLE:

We are looking for a Head of Customer Fleet Optimization & Job Site Efficiency to drive our global strategy in maximizing fleet performance and operational effectiveness. This role will focus on ensuring customers select the right equipment for their job sites, optimizing productivity and efficiency worldwide. In this high-impact role, you will develop and implement strategic initiatives that enhance job site productivity, optimize fleet usage, and ensure exceptional customer satisfaction across multiple regions and industries.

KEY RESPONSIBILITIES:

- Develop and implement strategies to optimize fleet efficiency and job site operations across industries such as mining, quarries, construction, and infrastructure. This includes guiding customers in selecting the right equipment for their specific job sites and establishing machine utilization and optimization programs to maximize performance and productivity.
- Lead operational improvements that increase productivity, reduce costs, and drive sustainability.
- Engage with customers worldwide, offering expert consultation to address their operational challenges and improve efficiency.
- Leverage data analytics and emerging technologies to drive continuous improvement and innovation in fleet and job site management.
- Ensure alignment with business goals and sustainability initiatives, adapting strategies to different regulatory and market environments.

CAPABILITIES & EXPERIENCE:

- Degree in Engineering and a master's degree in business administration or a related field (MBA).
- + 7 years of proven experience in managing fleet operations and optimizing job sites in industries such as mining, quarries, construction, or large-scale industrial operations.
- Strong leadership and strategic vision, with the ability to drive transformation across multiple regions.
- Exceptional communication and stakeholder management skills, working effectively with customers, partners, and internal teams across the company.
- Expertise in data-driven decision-making, using analytics to improve operational efficiency.
- Ability to adapt and implement innovative solutions in complex, evolving environments.

WHY JOIN US?

Be a part of a forward-thinking company that values innovation and operational excellence.

Work in a dynamic environment where your skills and input have a direct impact on customer success and operational efficiency.

This role offers the opportunity to shape the future of fleet efficiency and job site operations on a global scale. If you're ready to make a lasting impact, join us in leading the way!

APPLICATION PROCESS:

To apply, please submit your resume and a cover letter detailing your qualifications and vision for the Head of Customer Fleet Optimization & Job Site Efficiency unit to: corporate.recruitment@ascendum.pt.