



**PATEK PHILIPPE**  
**GENEVE**

Patek Philippe is the last family-owned independent Genevan Watch Manufacturer.  
We are currently recruiting to fill the following position at our  
UK Service Centre in Gerrards Cross, Buckinghamshire.

**Customer Service Director**  
**Gerrards Cross, Buckinghamshire**

We are the UK Distributor and International Service Centre for Patek Philippe in the UK.

This is a very rare opportunity for an experienced individual to join the most prestigious watch manufacturer in luxury market.

We are seeking an individual who has customer service experience at a senior level and is able to manage and develop the Customer Service (ICS) Department and technical administrative functions within the business. This includes; after sales, watch servicing, workshop productivity, inventory, training, audits, strategic planning, budgets, forecasts. You will ensure excellence in exceeding customer's needs and that the company's guidelines and standards are met.

As a key member of the management team, you will need to have proven experience in a similar role, exceptional organisational skills and a good aptitude for mechanical work. A good level of English is required to read and interpret technical documents.

Strong working knowledge of Microsoft Office applications (Word, Excel, PowerPoint and Outlook). Experience of using SAP would be desirable.

Competitive salary and benefits.

The company carries out DBS, reference and work permit checks during the pre-employment process.

Please send your CV and covering letter to: [zoe.duke@kornferry.com](mailto:zoe.duke@kornferry.com)

Closing date: Tuesday 14<sup>th</sup> July 2020

Due to the volume of applications received, only those selected for interviews will be contacted.