Group Technical Account Manager – Fillings



Royal Zeelandia Group (www.zeelandia.com) is a global leader in bakery ingredients with 3,500 employees worldwide, headquartered in Zierikzee, The Netherlands. Founded in 1900 by the Doeleman family, Zeelandia has over 125 years of experience with operations in 27 countries and sales in about 100 countries. Zeelandia has a collaborative, result-oriented and entrepreneurial culture, open to change and development. Together with customers ranging from industrial to small and midsized bakeries, they explore the world of bakery. Fillings, including fruit, custard, water-based and fat-based varieties, is a strategic product group with significant growth potential in Europe. Due to retirement, we are looking for a Group Technical Account Manager – Fillings. Combining technical expertise with a strong customer focus, you will support industrial customers with NPD, line trials, scale-up and troubleshooting, while connecting TAMs, R&D/NPD and commercial teams across Europe. The role offers autonomy and room for initiative in an international, co-creating environment. You know how to connect and inspire stakeholders across countries while respecting local cultures and ways of working, bringing Zeelandia's core values to life: Inventive, Courageous, Ambitious, Involved and Responsible.

Driving bakery innovation with industrial customers across Europe

Zierikzee

Function

- Responsible for building and nurturing relationships across Zeelandia's local organizations and major customers across Europe, enhancing technical expertise on fillings throughout the organization
- Translate customer requirements and complex technical challenges into clear NPD briefs and initiate projects in collaboration with R&D, NPD and local TAMs
- Support local TAMs throughout customer projects, including line tests, product trials, scale-up, first production runs and troubleshooting at customer production facilities
- Act as a technical problem solver onsite, analyzing interactions between fillings, dough, process conditions and production equipment such as mixing, pumping and dosing systems
- Identify technical strengths and knowledge gaps across local organizations and organize trainings, masterclasses, workshops and coaching to raise expertise and standards across countries
- Work cross-functionally with KAMs, TAMs, R&D/NPD, Marketing and product leads to translate technical possibilities into relevant customer solutions and commercial opportunities
- Collaborate with the two other Group TAMs (Bread and Release Agents) to strengthen the TAM team and further develop Zeelandia's strategic product groups across Europe
- Report to the Director Technical Account Management Industry Europe.

Profile

- Bachelor's or master's degree in Food Technology, Process Engineering or a related field
- Relevant experience in Product/Process Development and/or Technical Sales, preferably within industrial bakery, with strong knowledge of industrial baking processes and fillings
- Strong understanding of industrial production lines, including mixing, pumping and dosing, and able to analyze how fillings interact with dough, process conditions and production equipment
- Combines strong technical expertise with a strong customer focus and commercial awareness
- Strong stakeholder management skills and a natural ability to connect people across functions, countries and cultures
- Enjoys sharing knowledge and coaching others and is able to build and strengthen a technical network across local organizations without formal hierarchical responsibility
- Fluent in English and willing to travel across Europe (approximately 35% of the time), and regularly work onsite from either Zierikzee (the Netherlands) or Ronse (Belgium)
- Personal characteristics: proactive, result-oriented, ambitious, analytical, pragmatic, hands-on, customer-oriented and comfortable helping to shape a function that is still evolving.

Respond to

If you are interested in this position, please contact Harmen van Essen, telephone: +31 (0)317-468686 / +31 (0)6-47835354 or apply through our website www.dupp.nl or e-mail your written application to info@dupp.nl.

Royal Zeelandia Group selected DUPP for this vacancy as the only partner in the recruitment process.

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