

# General Manager Technical & Operations Department at Tomra Japan

2021-09-15 15:15:36

## Company name

Tomra Japan

## Job description

**TOMRA Japan:** TOMRA Japan is an enabler in the bottle-to-bottle, closed loop recycling system, providing solutions for supermarkets and convenience stores to collect used PET bottles, beverage cans as well as recyclable paper and cardboard onsite. Our solution centers on the TOMRA reverse vending machine (RVM), consumer promotion and incentives via loyalty cards, e.g. nanaco and Waon, as well as technical support. So far, we have placed more than 1,500 RVMs and 500 paper collection stations in Japan. TOMRA Japan Ltd. is a joint venture founded in 2008 between TOMRA Systems ASA (listed on the Oslo Stock Exchange) and Sumitomo Corporation. <https://tc.tomra.co.jp/>

**Technical and Operations Department:** The 20-person Tech department handles all the functions related to the installation, operation, maintenance, and removals of recycling stations at customer locations, as well as all related back-office functions and technical partner and supplier relationships. The supporting functions include warehousing, QA, product improvement and localization, development (e.g. loyalty card reader integration, incentive point transfers etc), outsourced call center and inhouse escalated phone support, remote machine access and related systems. The department also handles all ongoing technical projects with head office in Norway and the regional center in China.

## Job Description

- As a GM and member of the management team, you will have the overall responsibility for the Technical & Operations Department with a view on what is the best for the company, and as such be a role model when it comes to cost management, governance and code of conduct.
- Plan and staff all Tech programs, project and activities and ensure the optimal running of all activities in the department. Think and plan for one, two or a few years ahead when it comes to the department and what future requirements are likely to be.
- Being the key person in relevant supplier relations and negotiations, key contact person in relation to technical counterparties at customers, head office and regional offices.

- Ensure that the team members have the tools and skills necessary to do their work, including Work & Performance Planning, biannual development talks, coaching and support.

#### The person we're looking for

- Able and eager to learn and master reverse vending (bottle) collection technology and take the lead in improving the way it is implemented in Japan.
- Able to lead and become a trusted member of a team made up of field engineers, product experts, warehouse and supply chain professionals, back office, and repair staff.
- When necessary, be able to work under time pressure, with limited resources and incomplete information and still follow set priorities and make the best decisions based on the situation.
- Ability to coordinate the activities between Tech and other departments, especially Sales.
- Ability to switch between roles as the GM with its overall responsibilities to one in the team who never hesitates to “get his or her hands dirty” taking active part in field work, leading by example by Innovation, Passion and Responsibility, the Tomra way.
- Comfortable in demonstrating our RVMs and related product to customers, store owners, consumer, and other stake holders, internal and external, as well as tech and coach team members in its installation, maintenance and key technical points.
- While we are open to candidates with different types of technical career background, age and gender, the position demands a leader with broad technical skills and curiosity, including some or most of mechanics, machinery, electric works, machine installation works and planning, networks, development work and a general IT savvy.
- Added advantage for experience in relational database design and maintenance (especially FileMaker or similar), remote machine operation and software updates, warehouse and inventory / spare parts management, work safety and purchasing.
- English speaking, reading, and writing ability on a fully communicative level.
- Driver’s license.
- Ability to travel domestically, and when required to work at odd hours, weekends, and holidays. International travel is less frequent.

#### Practical information

- Placement is dual – our warehouse and technical center in Akanehama, Chiba (Shin-Narashino / Minami-Funabashi stations) and our Tokyo head office in Hachobori. Both during and after the covid-19 pandemic there is a possibility to work remotely when suitable.
- Formal work hours are 09:00-17:30.
- All regular insurances and commuting allowance provided.
- Ideal starting time is end of the year or the beginning of 2022.

For further information or to apply for the job, please contact [sonny.soderberg@tomra.com](mailto:sonny.soderberg@tomra.com)

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