

Product Manager BTS & ROL Services, ANZ Region

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Company: Valmet

Location: Melbourne

Category: other-general

When everything works together

Valmet is where the best talent from a wide variety of backgrounds come together. With 19,000 professionals around the world, we are the leading global developer and supplier of technologies, automation and services for the pulp, paper and energy industries. Our commitment to moving our customer's performance forward requires creativity, technological innovations, service know-how – and above all, teamwork.

Are you looking to take your career further?

We are seeking a dynamic and results-oriented Product Manager to drive growth and increase market share for our BTS (Board & Paper Technology) and Roll business lines across Australia and New Zealand. The primary focus of this role is to coordinate service activities, develop customer relationships, generate leads, and provide engineering technical and process support to our valued clients.

Key Responsibilities:

Support pre and post-sale activities across the service business, including delivery, installation, and aftermarket support.

Provide technical and process support to the Valmet Service team specifically Paper, Board and Tissue machines.

Assist in customer field service work and assist in claim handling.

Coordinate documentation for installations and projects.

Plan and allocate resources required for service project delivery.

Develop customer relationships to generate leads and secure competitive proposals.

Liaise with internal teams including Engineering, Sales, Operations, HSE, HR, and Marketing.

Own and drive technical support and sales initiatives within the region.

Prepare and negotiate proposals in compliance with company guidelines.

Ensure strict compliance with occupational health, safety, and environmental standards.

Requirements

Minimum 5 years' experience in a Pulp and Paper environment in engineering, projects, process, operations, or maintenance roles is desirable.

Ability to read and comprehend technical documents and drawings.

Self-driven and motivated team player.

Strong interpersonal, communication, and presentation skills.

Solution and service-minded with a commitment to customer satisfaction.

Proficient in MS Office; skills in IBM Notes are appreciated.

Willingness to travel as required and function independently when required.

We offer

In return, we offer you a rewarding position within a global industry leader and an opportunity to help our customers succeed. You will be part of a skilled international team throughout Asia Pacific that values your contribution and is willing to support your desire for learning. You will also receive a market-competitive salary commensurate with your skills and abilities and a dedicated monthly wellbeing day.

If you are a dedicated professional with a drive for excellence, we encourage you to apply for this exciting opportunity. Join us in shaping the future of our customer site and making a positive impact through innovation and expertise.

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