

JOB DESCRIPTION
Director Solutions & Services

Under the lead and with the support of the Managing Director, the general and specific responsibilities of Employee shall include, but not be limited to, the following:

1. General Responsibilities:

- a. Provide scrupulously honest and ethical, management-level direction and leadership to Employer and all of the European, Middle Eastern, African and Asia Pacific business units and subsidiaries of Phoenix TS Holdings B.V or shareholders including Phoenix TS Inc Group or Timeline GM B.V.
- b. Staff all positions reporting to you with excellent professionals who are fully proficient and effective in their roles;
- c. Represent Employer and EMEA AP in its dealings with customers, prospects, vendors, employees, candidates for employment and representatives of government agencies;
- d. Demonstrate behaviour and require the same of all employees reporting to you that at all times comports with all of the provisions of Employers Code of Business Conduct and Ethics.
- e. Ensure that every employee reporting to you is fully aware of his/her responsibilities under the EU Foreign Corrupt Practices Act (the “Act”) and that all EMEA AP business activity comports fully with the requirements of the Act;
- f. Interact effectively with Phoenix employees and agents outside of EMEA AP; and
- g. Grow EMEA AP’s business in a profitable and fully sustainable fashion.

2. Specific Performance Requirements:

- a. Directly conduct Technical Operations and Service activities on assigned projects and accounts as need to support the commercial activities of the Employer
- b. Support Sales, Purchasing, Service, Inventory and other commercial activities on assigned accounts as needed by the Employer
- c. Initially Employee shall be individually responsible for achievement of their activities and overtime the Employer shall assign a team of technical and other support staff as per the business needs.
- d. Effectively and productively manage the assigned team of technical and other support staff, if assigned;

- e. Ensure the achievement of gross margin sales results that meet or exceed targets;
- f. Drive Phoenix`s readiness of all Telecom products that need to be operationalized.
- g. Develop testing, refurbishment and repair capabilities for Telecom products to support the sales and service activities.
- h. Set technical rules and procedures for employees to follow.
- i. Closely keep track of Telecom market trends/directions and provide proactive solutions and suggestions.
- j. Evaluate and build a group of (technical) employees to establish and maintain planning, output and current capability for customer needs.
- k. Build, evaluate and maintain a group of 3rd party repair companies for (future) repairs.
- l. Find ways to make the company more effective/productive by providing effective methods in its (technical) business operations.
- m. Hiring employees inside the organization, as well as supervising and evaluating employees and their job performance as approved by the employer.
- n. Provide a work environment that creates positive energy, creativity and teamwork amongst employees.
- o. Handle Phoenix`s technical operating budget to determine how much the company has spent and what it can purchase in the near future.
- p. Handling issues like risk management, customer`s dissatisfaction and employee problems.
- q. Manage the maintenance and calibration of the test equipment.
- r. Develop/manage the ESD and NEN3140 safety rules within the company.
- s. Contribute in/develop the RFI/RFQ/BDM activities.
- t. Ensure the achievement of gross margin sales results that meet or exceed targets;
- u. Manage the sales and purchasing funnel from prospect identification to sales closing and after sales and purchasing management;
- v. Participate in exhibitions, seminars and other corporate events as requested by the employer;
- w. Ensure that all Operations, sales and procurement systems are well maintained and current; and,
- x. Be an active, positive team member who is seen by all as a strong contributor to the overall team performance.



- y. Without the prior written consent of Employer Managing Director, Employee will not perform any other work for pay during his employment term, nor will he, alone or with others, directly or indirectly, establish or conduct a business that is competitive with Employer's business, whatever its form, or take any financial interest in or perform work for such a business, whether or not for consideration.