



Technical and Customer Support Manager

Company: Ligier Automotive North America, Denver, North Carolina, USA (in office position)

Department: Technical Support

Roles: Technical and Customer Support Manager

Reports to: Commercial Director

How to apply: Please send resume and cover letter to HR@ligierautomotive.com

Job opening: Immediate

COMPANY

Ligier Automotive is a company dedicated to the construction of racing cars and support of racing customers. Its expertise in the areas of design, production, electronics, engines, restoration, and operations means it can make special vehicles, concept cars, sports-prototypes, single-seaters, and cars for track races, ice races, off-road events and more.

Our passion for motorsports, innovation and development reflects our values. Work, team spirit, collective intelligence, and the pressure to achieve results are in Ligier Automotive's DNA, and they enable us to build new adventures. Ligier Automotive North America is the sales and distribution entity for the "Americas" for this iconic brand.

MISSION

As Technical and Customer Support Manager, you will be the primary point of contact for customers as they use their Ligier Automotive products. By their nature, racing cars are complex technical machines and there is a constant need for technical support and information to ensure the customers are getting the best experience possible from their Ligier Automotive products. This includes attending many races and track events to oversee the correct use of, and to trouble shoot issues, with our cars.

Additionally, as Ligier Automotive develops its next generations of cars from driver development open wheel cars to top level prototypes, this role will serve as the voice of the North American market in the development process and interact directly with our product development teams in France.

While office based the role will include oversight of the development, maintenance and publishing of tech documents including bills of materials, tech bulletins, user interface documentation and others. The role will also be the primary point of contact while at the office for both internal and external tech support questions.

JOB SUMMARY OF PRIMARY RESPONSIBILITIES

- Utilizing extensive experience and excellent technical and customer service skills, serve as the primary point of contact for all customers across three distinct markets in North America, sanctioned sportscar racing, sanctioned open wheel racing and motorsports country clubs regarding technical support with Ligier Automotive Products.
- While attending race events, serve as a centralized “race engineer” to provide ad hoc consulting services to teams as they compete using our product.
- Develop, prepare and publish technical bulletins as needed when new products or products updates are introduced to the market.
- With company leadership, participate in sanctioning body relationship and strategic planning for future models and opportunities.
- In conjunction with commercial department, assist with customer interface on technical or performance issues as needed.
- Consulting regularly with Ligier Automotive counterparts in France on technical matter for existing and future products

MANAGEMENT TEAM ACCOUNTABILITIES

- Contributes to the culture of the company by promoting open and honest dialogue, being an active listener and leading with integrity.
- Practice effective communication—actively listening and paying attention to details to assure clear work instructions are provided to the rest of the team.
- Establishes and maintains exceptional quality and safety standards for efficient daily operations.

QUALIFICATIONS

- 4-year bachelor’s degree or equivalent.
- Motorsports engineering experience preferred.
- Computer skills: comfortable with Microsoft Office, Excel, Outlook/E-mail, Quickbooks and willing to learn other management software, as needed.
- Experience with FishBowl is highly desirable.
- Familiarity with motorsports industry is mandatory.
- Ability to translate complex technical information into clear practical solutions for customers and suppliers.
- Valid passport for international travel.
- Availability to work weekends as needed (typically 12 to 15 weekends per season).

KEY TRAITS

- Results driven: Focuses on the critical few objectives that add the most value and channels own and others’ energy to consistently deliver results that meet or exceed expectations.

- Fosters teamwork and effective communicator: Builds and maintains relationships across all areas that motivate, guide, and reinforce the performance of all toward goal accomplishments. Models being a team player and promotes collaboration and open communication and information flow.
- Self-aware learner: Continually strives for functional and technical expertise in all aspects of planning, scheduling, analysis, and continuous improvement, as well as developing critical people skills needed to lead.
- Integrative thinker: Utilizes analytic skills with the ability to evaluate large amounts of information (multiple departmental schedules, orders, etc.) and practices system-wide thinking.
- Excellent written and communication skills.
- Strong attention to detail and organizational skills.
- Expected to lead with integrity, and promote respectful relationships, while holding people responsible for results.
- Must model and reinforce safety practices required.