

General Manager - spidercam (Job Req #2025-156)

Feistritz i.R., Austria • Hamburg, Germany

Why Work at Ross Video?

We have a great group of people working together to create and deliver cutting edge products that look amazing and are easy to use. We go all out so that our customers can have the best possible experience and achieve quality results. With a product focus, continual learning, results driven processes, and creative thinking, we constantly strive to improve our solutions and to deliver results. If you've ever watched live television, news, sports, or entertainment, you've seen our products in use. All of the major Hollywood award shows, most professional sports teams, and many of the largest broadcasters in the world use Ross Video technology. Get behind the scenes and learn about what it takes to make live events possible. If that resonates, and you're someone with integrity, commitment, and a strong drive to deliver great products, we'd love to hear from you.

As the General Manager for the spidercam product portfolio you will oversee and coordinate multiple functions including sales, rentals, support manufacturing, service and quality delivery, R&D, marketing and market development. This role involves a significant component of selling and driving the revenue as well as an advocate for the cable camera business. The successful candidate will be responsible for overall operations, developing business strategies, growth, profitability, HR, and aligning the roadmap with the overall CMS and Ross Video strategies

Who you report to: Vice President, Camera Motion Systems

What we offer

Ross offers competitive salaries and comprehensive health plans, as well as several perks to help you perform at your best. Some of these perks include flexible hours, generous paid time off, fitness/wellness allowance, employee share ownership program, development support and a ton of fun social activities and events! Best of all, you will be part of the Ross Video family, and we've got an energizing environment here.

What the job is all about:

General Management:

- Implement and continuous improvement on the 5-year business plan
- Find synergies and collaboration within Ross Video to provide solutions to customers with maximum profit.
- Manage budgets, financial performance and resources in the team
- Develop, execute, and manage business development strategies to expand spidercam sales and rental business globally
- Foster a culture of innovation collaboration and continuous improvement within the team, promoting employee engagement, cooperation and development
- Responsible for overall hiring, motivation, increasing the EXM score, structure of the team, this includes coaching and developing the team to become a high achieving performing team
- Identify and target new markets, industries, and geographic opportunities to grow the business.



Client Relationship & Sales Support:

- Inspire the sales and rental teams to achieve and exceed revenue and profit targets and consistent growth for the cable camera business
- Develop the business partner strategy to ensure our sales of systems and rental business both achieve expected results
- Foster strong key customer relationships to develop the business and to help guide the future product range
- Stay up to date with industry trends, market conditions, and competitor activities to drive opportunities and continuous improvement
- Attend trade shows and industry conferences to improve customer relations and develop industry contracts via networking

Service Delivery Management:

- Oversee the service delivery operations, ensuring the timely and efficient execution of projects and customer support.
- Maintain a customer centric approach, striving for excellence in service delivery and exceeding customer expectations
- Maintain the highest level of quality and safety around our products with direct involvement of the correct and fair resolution to any incidents

Industry Engagement:

- Represent spidercam at key tradeshows and events, building brand awareness and showcasing our solutions.
- Collaborate with product management and business development peers to define long-term strategies and explore emerging opportunities.

Other:

- Be the evangelist for the cable camera product range
- Ensure there is high visibility in the product and people in any marketing communications.
- Ensure the product roadmap for the future of the products is aligned to the CMS and Ross Video strategies, this needs to be resourced appropriately with budgets and timescales.
- Provide regular performance updates to senior management.
- Ensure regular product forecast updates to manufacturing team, including managing inventory levels to ensure appropriate cash flow.
- Gather and analyze market and customer feedback to share insights with product development and R&D teams.
- Maintain up-to-date competitive analysis and ensure accurate documentation for the spidercam product line

Who you are:

- Seasoned professional with extensive managing or possessing subject matter expertise in cable cameras.
- Fluent in German and English
- Experience working with North American based organizations
- Strong leadership and team management skills, with a proven track record of achieving business targets and driving growth.
- Excellent communication, interpersonal, and negotiation skills, with the ability to build and maintain strong relationships with customers, partners, and stakeholders across diverse cultures.
- Demonstrated ability to develop and execute strategic plans, and to analyze and interpret market trends and customer needs, and track progress to ensure successful outcomes.

- Strong commercial acumen, with experience managing budgets and financial performance
- A lateral thinker who excels in problem-solving and thrives in ambiguity.
- Passionate about cutting-edge technology and Ross Video solutions.
- Detail-oriented, organized, and team-oriented with a results-driven mindset.
- Bachelor's degree in business, marketing, or a related field preferred.
- Willingness to travel up to 40% globally.
- Valid passport and driver's license.

Equity, Diversity & Inclusion

At Ross, we embrace diversity, and we want you to bring your authentic self to work. We are committed to building a team that includes a variety of backgrounds, perspectives, and skills. Inclusivity drives innovation and creativity, and that's something we're passionate about at Ross! We believe everyone should be able to enjoy a rewarding career at Ross, regardless of race, colour, religion, sexual orientation, gender, gender identity or expression, marital status, age, veteran status, physical or mental disability. If a disability means that you need any additional support during the recruitment process, please contact Talent Acquisition and we will make all reasonable efforts to accommodate your request.

If we have aroused your interest, we look forward to receiving your application stating your earliest possible starting date and your salary expectations to:

SC-Human.Ressources@rossvideo.com

Spidercam GmbH

attn. Mag. Andrea Widmann
Essener Straße 4
Shedhalle B14
22419 Hamburg