

Customer Service Representative

We are seeking a detail-oriented and customer-focused Customer Service Representative to support our Sales team. This role is responsible for the accurate entry, processing, and day-to-day ownership of Sales Orders within the company's ERP system.

The ideal candidate will serve as a key point of contact for order-related communication, ensuring timely processing, accurate data entry, and proactive coordination between customers, sales, and internal departments. Fluency in Mandarin is required to effectively support Mandarin-speaking partners.

Key Responsibilities:

- Accurately enter and maintain Sales Orders in the ERP system
- Review purchase orders for accuracy, pricing, and terms before entry
- Manage order acknowledgements and confirmations
- Track order status, delivery timelines, and fulfillment progress
- Communicate with customers regarding order updates, changes, or issues
- Coordinate with sales, operations, logistics, and finance to resolve discrepancies
- Maintain organized and accurate customer records within the ERP system
- Support Sales Management with reporting and order-related data as needed
- Ensure compliance with company policies and internal controls

Qualifications & Skills:

- Fluency in Mandarin (written and spoken) required
- Proficiency in English required
- Experience with ERP systems (SAP, Oracle, NetSuite, or similar preferred)
- Strong data entry accuracy and attention to detail
- Excellent communication and organizational skills
- Ability to manage multiple priorities in a fast-paced environment
- Customer-focused mindset with strong problem-solving abilities

Inventory Coordinator

Location: Gilching, Germany

Report to: Operation Manager

We are seeking a reliable and detail-oriented Inventory Coordinator to support our operations in Gilching. This role is responsible for managing inventory flow within a two-bin (Kanban-style) system, ensuring repair areas receive the correct parts quickly and efficiently.

The Inventory Coordinator will respond to part requests from repair teams, retrieve required materials from stock, and deliver them to a designated handover location. In addition to supporting daily material flow, the role is responsible for maintaining strong 5S standards in the inventory area and performing routine inventory control tasks to ensure accuracy and availability.

Key Responsibilities

- Manage and maintain a two-bin inventory replenishment system
- Respond to part requests from repair areas in a timely manner
- Pick, stage, and deliver materials to the designated handover location
- Monitor stock levels and proactively prevent shortages
- Perform cycle counts and inventory accuracy checks
- Maintain organized, clean, and audit-ready inventory areas following 5S principles
- Coordinate with purchasing or supply chain teams regarding replenishment needs
- Identify and escalate supply risks or discrepancies
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Ideal Candidate Profile

- 2 years+ experience in inventory, warehouse, or production support roles
- Strong organizational skills and attention to detail
- Ability to work independently and prioritize tasks
- Basic ERP or inventory system experience preferred
- Understanding of 5S and lean principles is an advantage
- German and/or English language skills appropriate for operational communication

1) (Operations) Office Manager

We are seeking an organized and proactive German-speaking Office Manager to oversee daily administrative tasks at our Gilching facility. This role ensures that all office tasks, documentation, and routine bureaucracy run smoothly, supporting both management and employees in day-to-day operations.

The Office Manager will be the central point of contact for administrative matters, maintain accurate records, manage correspondence, and handle regulatory or facility-related obligations in accordance with German legal and company standards.

Key Responsibilities

- Manage daily office operations, including correspondence, filing, and document control
- Handle bureaucracy and regulatory tasks (e.g., registrations, reports, permits)
- Coordinate meetings, travel arrangements, and internal communications
- Maintain office supplies and manage vendor relationships
- Support HR-related administration such as onboarding, payroll documentation, and personnel records
- Assist management with reporting, scheduling, and ad hoc administrative tasks
- Ensure compliance with local German regulations and company policies
- Act as first point of contact for internal and external inquiries
- Support smooth workflow across departments through organization and follow-up

Qualifications & Skills

- Fluency in German and English (spoken and written) is required
- Proven experience in office administration or office management
- Strong organizational, multitasking, and time-management skills
- Familiarity with German bureaucracy, labor laws, and reporting requirements
- Excellent communication and interpersonal skills
- Proficiency in MS Office and general office software
- Ability to work independently, prioritize tasks, and handle confidential information

PROJECT MANAGER

Join THEO Laser, powered by Maxphotonics – a global leader in fiber laser manufacturing – as we revolutionize the welding industry with cutting-edge handheld laser technology. We're seeking a seasoned product development leader to own and transform our Tools business, bringing innovative laser welding and cleaning tools from concept to market while establishing world-class development processes.

Based in Shenzhen, you'll own a Product Line in our Tools business and coordinate with our industry expert, applications and testing teams across Europe and the USA to accelerate product cycles and ensure our breakthrough handheld laser technologies meet real market demands.

WHAT YOU'LL OWN

Product Development Excellence

- Manage end-to-end product development from early concept through market launch and lifecycle management
- Establish robust development processes, methodologies, and project management systems
- Drive faster development cycles while improving cost control and market fit
- Secure and optimize R&D resource allocation for the Tools business within our broader engineering team

Cross-Functional Leadership

- Bridge communication gaps between R&D, sales, applications, and marketing teams
- Translate market insights into clear product requirements and development roadmaps
- Manage, influence and coach engineering teams to drive innovation and cross-functional collaboration
- Coordinate development efforts across three continents with cultural sensitivity

Market-Driven Innovation

- Champion user experience and ease-of-use
- Work closely with sales and applications teams in key markets like Europe and USA to ensure products solve real customer problems

- Define product scope, deliverables, and schedules that balance innovation with commercial viability

QUALIFICATIONS:

- 6+ years in hardware product development with precision tools, manufacturing equipment, or laser tools (marking, cleaning, welding)
- Proven track record managing complex hardware projects with both mechanical, electronic and software components
- Deep understanding of modern manufacturing processes
- Experience establishing product development processes and methodologies in scaling organizations
- Customer-obsessed mindset with ability to translate market needs into technical requirements
- Fluent in Mandarin Chinese and English (written and verbal)
- Experience in culturally diverse, international organizations
- Willing to travel internationally to maintain strong connections with global markets

WHAT WE OFFER:

- A competitive salary, benefits and commission package.
- A collaborative and innovative team environment.
- Opportunities for professional growth in a company that values creativity and hard work.

ABOUT WORKING AT THEO

We're all about doing work that's meaningful, energetic, and at times even a bit irreverent. Our brand stands for breaking free from slow, outdated methods and showing the world a faster, smarter way to weld. You'll be part of a supportive culture where your input drives innovation and your wins are truly celebrated

Regional Sales Manager

About Us

At Theo, we're here to make your welds smarter and your day shorter. Our handheld laser systems deliver faster, cleaner, safer welds—every time. Built for pros, powered by Maxphotonics, and designed to tackle real challenges with zero fluff. We're the laser brand that actually gets welding.

Why This Role Matters

The Regional Sales Manager is responsible for driving new business, recruiting and enabling dealers, and aggressively expanding THEO's market presence.

This role is not about maintaining territory – it's about developing it.

You will:

- win new partners
- grow existing partners into top-performers
- initiate demos, roadshows, and local events
- support dealer sales teams with training and application knowledge
- lead hands-on customer acquisition efforts

Local language skills are essential, and the ideal candidate is already well connected within welding, industrial equipment, or manufacturing industries in the region.

Key Responsibilities:

1. New Business Development (Primary Focus)

- Identify, target, and onboard new dealers, distributors, and strategic partners.
- Conduct outbound prospecting to open new sales channels and industries.
- Plan and execute partner recruitment strategies to expand regional coverage.
- Lead demo sessions, roadshows, and application testing with prospects.

2. Partner Management & Enablement

- Develop strong working relationships with dealer principals and sales teams.

- Provide hands-on support during customer visits, demos, exhibitions, and closing activities.
- Ensure partners are trained on THEO products, safety guidelines, and sales arguments.
- Drive performance through structured activities: funnel reviews, target-setting, marketing support.

3. Regional Sales Growth

- Achieve quarterly revenue, lead conversion, and partner growth targets.
- Identify regional industry trends, competitive activity, and market opportunities.
- Develop territory plans and execute local go-to-market activities.
- Work closely with THEO marketing on regional lead generation campaigns and events.

4. Customer Engagement & Application Support

- Perform on-site customer demonstrations of THEO MA1 welders and TM cleaners.
- Consult on welding applications, material requirements, and safety standards.
- Attend trade shows, conferences, and workshops to represent THEO.

Qualifications:

- 5 years+ of sales experience in industrial equipment, welding, robotics, automation, metal fabrication, or similar technical B2B markets.
- Demonstrated success in hunter roles (new partner acquisition, new market development).
- Strong existing network in industrial distribution or welding industries is a major plus.
- Ability to train, motivate, and enable dealer sales teams.
- Comfortable with frequent travel across the region (60-80%).
- Native Speaker of the responsible region. English required; additional regional languages beneficial.
- Self-driven, structured, and naturally proactive – you don't wait for leads, you create them.

How to Apply:

Interested candidates should submit a resume and a detailed cover letter online:

<https://theo.inc/career> or via email to: lisi.wu@maxlasers.com and recruiting@theo.inc