



## TCR Group – Operations Manager

### **The opportunity**

TCR is expanding rapidly—and Schiphol is a cornerstone of our growth. We're looking for an experienced operations manager to take full ownership of our operations at Schiphol, ensuring continuity, structure, and excellence across every aspect of the daily operation. You'll be a member of the TCR-NL management team.

You'll lead a talented team of team leads, planners, supervisors, and technicians, oversee Ground Support Equipment (GSE) service delivery, and drive performance with a hands-on, proactive approach. From maintenance workflows and asset management to stakeholder collaboration and customer satisfaction—this is your runway to lead, elevate, and innovate.

If you're passionate about leading people, optimising operations, and building strong service cultures—this is your chance to make a lasting impact at one of Europe's busiest airports.

### **A snapshot of what you'll be doing**

#### **Daily operations & continuity**

- Oversee day-to-day activities, ensuring operational stability, resource efficiency, and fast issue resolution
- Lead daily unit check-ins and facilitate weekly operational meetings across departments
- Align teams around customer and operational goals while bringing clarity and calm to the workday
- Ensure newly acquired assets are integrated into operations efficiently and support the transition from fossil to electric GSE
- Monitor and manage non-rented equipment and promote smart asset utilisation

#### **Maintenance & equipment readiness**

- Improve maintenance performance by ensuring compliance with internal protocols and technical standards
- Guarantee high availability and reliability of equipment through effective planning and maintenance practices
- Manage the availability of spare parts economically
- Eliminate unnecessary waste and promote a sustainable approach to asset lifecycle management

#### **Team leadership & culture**

- Act as the main point of contact for Unit Team Leads (8), planners (3), and supervisors (2)—providing support, structure, and motivation
- Build strong team morale through clear direction, empowerment, and recognition
- Champion TCR's core values in everyday leadership and team engagement
- Drive a culture where employees feel valued, heard, and committed to shared success

#### **Stakeholder collaboration & customer focus**

- Collaborate with suppliers, airport authorities, and internal teams to ensure seamless coordination
- Attend or lead scheduled customer meetings alongside account managers
- Prevent escalations by ensuring service delivery meets or exceeds expectations, and inform customers proactively
- Maintain strong, trust-based relationships with all customers and operational partners

### **Safety leadership**

- Foster a robust safety culture, embedding it into daily habits and routines
- Ensure full compliance with all health, safety, and environmental regulations
- Encourage shared responsibility for workplace safety across the entire team

### **We are looking for an individual who:**

We're looking for a capable and confident leader who thrives in operational environments and brings out the best in their teams.

You'll be a great fit if you:

- Have a solid leadership experience in operations—preferably in technical, maintenance, or aviation settings, always focused on customer needs
- Bring a strong technical background in workshop, fleet, or equipment operations
- Are familiar with ERP systems (e.g. SAP, Oracle)
- Demonstrates excellent people management skills and a hands-on leadership style
- Have a proactive, structured mindset—someone who instinctively takes charge and brings solutions
- Are fully fluent in Dutch and English (spoken and written)
- Shows a strong sense of ownership and responsibility in everything they do
- Understands the needs of a 24/7 airport environment
- Hold at least an HBO diploma or equivalent qualifications

### **♥ Why you'll love working with us**

At TCR, we power airport efficiency through smart, sustainable Ground Support Equipment (GSE) solutions—and it all starts with strong leadership on the ground.

Here's what we offer:

- A long-term role in a stable, fast-growing global company.
- Full ownership and autonomy to shape local operations.
- A supportive leadership environment that invests in your growth.
- Coaching, development, and opportunities to advance your career.
- A team-first culture where progress, fun, and results go hand in hand.

### **About TCR**

TCR Group is a global leader in the rental, leasing, and maintenance of airport Ground Support Equipment (GSE). With operations at over 200 airports across Europe, North America, the Middle East, and Asia-Pacific, we deliver operational excellence, technical expertise, and unrivalled customer service. Our 1,700+ employees are the engine behind our continued growth and innovation.

**Ready to take off?**

If you're a capable, people-first leader who thrives in complex operations, we'd love to hear from you. Apply now and help shape the future of ground support equipment at Schiphol.

Please note: We kindly request that agencies and recruiters refrain from contacting us regarding this job posting.