

Industrial electrical equipment's leader

is looking for a m/f

After Sales Engineer

Reference EC744b

THE COMPANY

Based in Walloon Brabant, but operating in the Benelux market, our client is specialized in the development, production and sales of electrical equipment's for industrial processes.
The company is part of a well-known international brand with world-wide production and facilities.

Due to its actual growth, the company is actively searching for a After Sales Engineer.

THE POSITION

The job consists to provide after sales support to customers, including field services, inspections in the workshop, preparation of technical and quality reports. The product scope covers, but is not limited to, Low/High voltage electric motors, geared motors and drives.

Your tasks:

- Communicate with customer(s), internal team and factories with efficiency.
- Answer general technical requests (emails, phone calls, etc.).
- Analyze warranty requests and give proper feedback to customers, following the guidelines and warranty policy.
- Organize service cases documentation electronically and in hard copies (if needed).
- Ability to make use of the available systems to manage after sales, services cases, check specifications, generate documentation and reports.
- Perform inspections (electrical, mechanical and visual) for after sales and quality cases and report accordingly.
- Perform field visits (technical problem, warranty request, services in general).
- Respect the rules and guidelines as established by the company and management.

PROFILE

- Graduate Electrical or Electromechanical Engineer
- Experience with electric motors and/or previous experience in after sales is a must.
- Knowledge on Quality systems and Quality tools (such as FMEA, PARETO and ISHIKAWA)
- Good communicator both with customers and inside the corporate environment
- French or Dutch native speaker and fluent in English (spoken and written)
- Good communication skills, organized, promptness, problem solving, assiduity and able to follow strict procedures

OFFER

- You will be part of an ambitious multi-national company with a high local added value.
- You will be able to build long-term relationships with customers active into the machine-building industry, engineering companies,...
- You will have autonomy and freedom for initiatives to explore new markets, but also to deal with existing customers and agreements.
- Full-time permanent contract
- Salary be in line with skills and experience
- Additional extra-legal benefits (meal vouchers, group insurance, health insurance and eco vouchers)
- Bonus benefits

APPLY

If you match the profile and if you are motivated to successfully meet this challenge, please send your resume and cover letter to: eric.croisy@adva-consult.com

For a quick treatment, do not forget to mention the reference EC744b.

Your application will be treated with full confidentiality. We can only ensure that your application is considered correctly if your profile matches the prerequisites.

More information about adva consult? Visit www.adva-consult.com.

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