

CUSTOMER SERVICE TECHNICIAN

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Company: VYNCKE

Location: Belgium

Category: computer-and-mathematical

As a Customer Service Technician you are part of the customer service team working together on the execution of maintenance & repair works on our energy installations. You represent VYNCKE on-site and are responsible for the execution and supervising of the mechanical works during the service and maintenance interventions.

YOUR FUNCTION

The Customer Service Manager prepares the maintenance tasks. Together with the Customer Service Engineer you will execute service and maintenance interventions. You work on the more complex interventions yourself and pass on more easy assignments to the subcontractors.

You represent VYNCKE on site and maintain good contacts with the client and subcontractors.

If you see room for improvement, you are critical and you give feedback to the Customer Service Manager.

You keep records about the worked hours, used materials, ... and summarize them on the intervention performance sheet.

Frequent travel and staying abroad mainly in Western Europe are part of the job (max. 5 working days/week). If needed, you'll have the opportunity to travel to parts of Africa and America.

You are responsible for health and safety on site, you give constructive inputs during

preparation or toolbox meetings.

YOUR PROFILE

You have received a practical and/or technical education and have experience with manual labor. A degree is not mandatory, but can be an asset.

You are interested in industrial mechanics, have good technical insight, and like to solve problems.

You prefer to work in a team and can supervise mechanical interventions if necessary.

You are not afraid of heights or to work in confined spaces.

You like traveling, you are willing to work abroad and you like to spend time with colleagues.

Having electrical experience and knowledge is a strong asset, but not a must.

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