

# **JOB DESCRIPTION**

## **AFTER SALES SUPPORT**



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### **1. Position:**

After Sales Support, SCHOTTEL France, Paris

The key responsibilities of the After Sales Support are to manage day to day spare parts business and to ensure that customer enquiries and orders are processed in a professional and timely manner. The role includes activities such as technical support to customers. This may include visits to vessels for troubleshooting and sea trials. Maintaining existing customer relationships, report writing and basic financial tasks also form part of this role. As required, the After Sales Support will cover certain tasks of immediate co-workers in their absence. The SCHOTTEL France office is a busy working environment and calls for dedicated and self-motivated individuals working together as a team. Significant close working with our head office in Germany and other SCHOTTEL daughters across the world is also a key element for this role.

### **2. Reporting Level:**

After Sales Manager

### **3. Responsibilities:**

#### **Sales & Service:**

- Technical assessment of enquiries
- Identifying spare parts, service and repair requirements
- Preparation of quotations for above requirements
- Liaison with customers and suppliers to ensure professional and timely solutions
- Attend vessels for troubleshooting purposes or sea trials within the wider SCHOTTEL territory.
- Process warranty claims

#### **Technical Support:**

- Respond to technical enquiries and queries from customers
- Make use of drawings and technical literature to identify problems and to offer solutions
- Escalate matters to concerned SCHOTTEL personnel if and when required
- Offer support to Service Engineers performing jobs for SCHOTTEL France
- Offer technical and commercial support to After Sales Manager where required

#### **Sales & Service Reports:**

- Maintain a register for service jobs
- Maintain a register for known vessels in our area

#### **Customer Relations:**

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- Retain existing customer relations and business
- See opportunities for new business
- Maintain customer loyalty by building trust and strong relationships
- Conduct customer visits within the SME territory and beyond if required

### **Co-Worker Relieve:**

- Relieve immediate co-workers during their absence as far as possible

### **Qualifications:**

- Degree or similar in Electrical Engineering
- 5 years working experience in the related area

### **Core Competences:**

- Understanding of technical drawings and identifying parts
- Proven experience in After Sales activities and managing relationships
- Good people skills (cooperation, social flexibility and sensitivity)
- Knowledge in PC/MS Office
- Basic knowledge of finance / book keeping concepts – e.g. collections, budgeting, Letters of Credit
- Knowledge of English language, both written and spoken
- Time management skills and sense of urgency
- Accuracy and consistency in all aspects of work
- Flexibility in working approach and working beyond normal office hours as required
- Team working - the ability to be an effective team leader or team member
- Problem solving - using initiative to identify solutions