



CUSTOMER SERVICE MANAGER

WEST EUROPEAN REGION

YOUR FUNCTION

As a Customer Service Manager, you focus on bigger accounts, combining your technical know-how and your commercial talent. Your role will be commercial, coordinating & technical.

- You are the client's key figure within VYNCKE and you maintain valuable relationships with your customers. You are responsible for budget control, forecast and follow up activities. In cooperation with administrative supporting services you manage the entire order flow from quotation to invoice and payment. You are alert for commercial leads.
- You coordinate the execution of the maintenance & service contracts. You organize the inspection, preventive maintenance and repair work. You can rely on Customer Service Engineers and Mechanics from VYNCKE or you liaise with subcontractors.
- You deal with complaints or technical problems and make sure these are handled correctly. You can count on an internal team of technical specialists and a help desk team for expertise.
- You are involved in the ordering and delivery of spare parts.

YOUR PROFILE

- You have obtained a degree in engineering or equivalent by experience. You have a good technical insight and are interested in the VYNCKE concepts & solutions.
- You have a nose for commercial opportunities ; value customer relations and have a high sense of responsibility.
- You have a strong organizational and pro-active personality, this virtue you combine with common sense and creativity.
- You have good interpersonal skills and are a team player.
- You are willing to travel for short periods up to 15% of your time.
- You are willing to accomplish your administrative duties
- You can express yourself fluently in Dutch & English. Other European languages like French or Spanish have a strong surplus value.

VYNCKE is a dynamic, family owned company that, since the start in 1912, has grown to a global player in the sector of clean energy technology : more precisely the development and construction of customized waste to energy installations.

Worldwide more than 330 Vynckeneers are stationed in our offices in Brazil, Belgium, Germany, Czech Republic, India, China, Thailand and Malaysia.

Thanks to more than 4.000 satisfied customers all over the world, a well-lined order book and the loyal commitment of the enthusiastic Vynckeneers we maintain a stable position in the market. This allows us to offer excellent job security.

Are you a real team player, do you enjoy own responsibility and taking initiative, do you have an open international mentality and are you willing to travel? Then probably you could be one of the new Vynckeneers!

**JOIN OUR FAMILY
IN BELGIUM !**

Share your interest with :
cdc@vyncke.com