



CUSTOMER SERVICE MANAGER

BASED AT PETALING JAYA, MALAYSIA

YOUR FUNCTION

- Account Management : your customers are located in Asia. You are responsible for the entire order flow from quotation to invoice and payment ; in cooperation with Customer Service Officer. You are alert for commercial leads.
- Coordinating 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 work together with subcontractors. You deal with complaints or technical problems and make sure these are handled correctly. You can rely on an internal team of technical specialists.
- Spare parts handling : you are involved in the ordering and delivery of spare parts.
- As a Customer Service Manager, you focus on bigger accounts, using your own relevant technical know-how as well as your commercial talent.
- You will visit customers abroad for a short period.

YOUR PROFILE

- You have obtained a degree in engineering or equivalent by experience. You have a good technical insight and you are interested in the VYNCKE concepts & solutions.
- You work customer oriented : you have the sense of responsibility to manage your projects until completion and you provide the customer an effective solution or an appropriate answer.
- You have a strong organizational and pro-active personality, this virtue you combine with common sense and creativity.
- Your commercial feeling will lead to good customer relations and high customer satisfaction. You can detect commercial opportunities.
- You are able to travel for short periods. You are able to express yourself fluently in English. Any other local language is an advantage.

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 300 Vynckeneers, as we call our employees, 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 MALAYSIA !**

**Send your cv to :
ach@vyncke.com**