



CUSTOMER SERVICE ACCOUNT MANAGER PROJECTS IN THE NETHERLANDS

YOUR FUNCTION

- You are responsible for the communication & relation between the customer & VYNCKE. During the project execution, you are part of the project teams (mainly based in Czech Republic) and work closely together with the Project Manager.
- Once in service modus, you are responsible for the delivery of the contracted services. Your customer visits will vary from coordinating to mediating on technical or commercial topics.
- You coordinate the execution of the maintenance & service works. You can rely on Customer Service Engineers and Technicians 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 and a help desk function. You are involved in the ordering and delivery of spare parts. You handle the entire order flow from quotation to invoice and payment, with administrative support.

YOUR PROFILE

- You have obtained a master degree in engineering or equivalent by experience. You have a good business insight and are interested in the VYNCKE concepts & solutions. Depending on your experience we will provide a technical training period in the field.
- You work customer & solution oriented. You act pro-actively and know how to manage expectations & communication. You combine common sense with creativity.
- You are well organized and comfortable in networking with people, internally and externally. You know how to build, maintain and restore good relations.
- Because of your business understanding you are able to detect commercial opportunities.
- You will frequently stay in the Netherlands and sporadic in the Czech Republic (25 %).

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 !

Send your cv to :
cdc@vyncke.com