

CAREER OPPORTUNITY

Distributor & Dealer Development Specialist (EMEA)



ALMERE (NL)

YANMAR has been supplying a huge range of industrial engines for a broad variety of mobile and stationary applications for many years. As pioneers in the field of **industrial engines**, we provide efficient, high-quality, and clean engines. Optimal **customer support** is a crucial aspect of our business, as it directly affects the **satisfaction** and **loyalty** of our customers. Providing excellent technical customer support can help our partners stand out, **foster positive relationships and drive business growth**. Do you like diversity and do you enjoy helping others? Then you might be our new '**Distributor & Dealer Development Specialist**'





ABOUT YANMAR

Everywhere around the world you will find YANMAR solutions: at SEA, on LAND, and in the CITY. We specialize in designing and producing top-of-the-line engines and cutting-edge machinery. To provide powerful solutions that meet the challenges customers face today in order to realize our mission: 'A SUSTAINABLE FUTURE'.

Global player

With beginnings in Osaka, Japan, in 1912, our ambition and commitment to growth is rooted in our long history as a global player. For over 110 years, we have been driving innovation in our industry. In fact, back in 1933, we were the first company to develop a commercially viable compact diesel engine. With over 25,000 employees worldwide, we are a global force in the industry.

Innovation

At SEA, we are leading the way in developing sustainable propulsion solutions and exploring hydrogen-based power. On LAND and in the CITY, we implement electric batteries for industrial machines and power generation. And when it comes to autonomous products, YANMAR robots work in French vineyards and unmanned robot tractors drive in Japan.

YANMAR Europe

Since 1989, YANMAR Europe B.V. started operating from Almere, near Amsterdam, serving as European headquarters responsible also for Africa and Middle East. Our team of around 200 dedicated professionals with 24 nationalities under one roof in Almere provides sales and service support of compact industrial engines and tractors, takes on the assembly of commercial marine engines and the supply of spare parts to the EMEA markets.

VACANCY

What are you going to do?

As the Distributor & Dealer Development Specialist (EMEA) at YANMAR, you'll join a team of four. Your primary role will be to strengthen our distributor & Dealer network across Europe, the Middle East, and Africa (EMEA). You'll ensure consistent service delivery and enhance product understanding. Your onboarding will include detailed product training sessions, setting you up for the role. You should expect to travel for about 60% of your time to meet and work with our distributors and dealers in the EMEA region. The team comprises two service engineers who assist with technical issues and warranty concerns, and a manager who, while handling similar duties, mainly focuses on our OEM customers.

Your main tasks and responsibilities

- Evaluate and Develop the Network: Travel to meet distributors across Europe, Middle East & Africa, assess their performance, discuss their needs, and make recommendations for improvements;
- Upgrade Knowledge: Introduce new product-related service tools and methods to ensure that distributors and dealers are always up-to-date with the latest YANMAR products and services;
- Service Question Handling: Address and resolve (with backup off the team) any service-related questions or concerns raised by the network;
- Business Growth: Collaborate with distributors to strategize on enhancing business growth and the quality of the service network. Develop action plans and ensure execution;
- Training and Coaching: Provide necessary training to distributors and their dealer network to ensure optimal performance.



PROFILE

Who are we looking for?

We seek a proactive team member with technical and a bit of commercial insight, preferably with experience in building service networks and a history in B2B environments. A basic understanding of engines or power products is desirable. Key attributes include clear communication skills, the ability to explain technical concepts, and a dedication to exceptional customer service. Nurturing positive client relationships is fundamental for this role.

The ideal candidate

- BSc-level of technical education;
- 5+ years' related working experience (in a B2B environment);
- Has the ability to work with a wide range of products, and to quickly adapt to new technologies, excellent problem-solving skills, strong organizational skills to manage multiple tasks and prioritize responsibilities, likes to work in an international environment and the willingness to quickly obtain specific business knowledge such as IT Tools;
- The following mindset qualities apply to you: Committed, hands-on approach, enthusiasm, proactive and strong focus on relationship management;
- Strong language skills, fluent in both spoken and written English, preferably as a second language German, French or Dutch.

Work location

Your regular workplace is Almere, but hybrid working is part of this position. You are visiting customers in the EMEA region approximately 60% of the time.

OFFER

What do we offer?

In this position as a Distributor & Dealer Development Specialist, you are of absolute value in customer satisfaction. We offer a position in a truly international organization, with respect for each individual's culture and room for individual development. A job in a dynamic environment, where every day is different. Freedom to take initiative and express ideas. Motivated and open colleagues that will be pleased to welcome you. YANMAR is a stable and solid employer.

Employee Benefits

- ✓ A competitive salary matching your knowledge and experience;
- ✓ Possibilities to work from home;
- ✓ Standard working week of 37.5 hours, with flexible working hours;
- ✓ The possibility to follow training and education;
- ✓ Commuting allowance;
- ✓ 27 vacation days (+the ability to build up time for time);
- ✓ 8% holiday allowance, year-end bonus bases on company results;
- ✓ Good pension scheme and collective health insurance.





“This role offers an exciting opportunity for a skilled individual looking to showcase and experience diverse international experiences across Europe, the Middle East, and Africa. YANMAR has built a strong distributor network in this region spanning more than 50 years, fostering robust business partnerships with a wide distributor network. The position requires strong technical and problem-solving abilities, coaching skills as well as effective communication and a deep understanding of various business cultures. What's particularly appealing about this role is the mix of office and fieldwork. With flexible working hours, it allows for a healthy balance between work and personal life. The job entails a lot of variety and involves continuous product development, ensuring an ongoing challenge. YANMAR, a reputable engine manufacturer, maintains high-quality standards and enjoys an outstanding global reputation for its industrial manufacturing legacy of over 112 years. It's an employer to take pride in!”

René Diepgrond
MANAGER AFTER SALES SERVICE



NEXT STEPS

Interested?

The application process is clear and fast.

1. Short telephone acquaintance
2. 1st interview on location at YANMAR
3. 2nd interview on location at YANMAR
4. Job offer
5. Let's get started!



We would like to get in touch!

Call or send **Ralph Jonker (Recruiter)** a WhatsApp on +31(0)627167714 or send an email to ralph_jonker@yanmar.com