



The Industrial Power Train department of Yanmar Europe supplies its small and compact diesel engines to several OEM's either directly or via its Distributor network to power equipment ranging from mini-excavators, wheel loaders and carriers to generators and compressors.

For this department, located in Almere, we are looking for a:

## **SERVICE ENGINEER (m/f) for Industrial Diesel Engines**

### **Position Description**

- Responsible for technical support to mainly distributors and dealers within designated EMEA countries.
- Maintains external contacts with customers by telephone, e-mail and personal visits for their service requirements, warranty handling, returned goods and to provide advice and product support.
- Maintains internal contacts with Sales, Engineering, Parts and other members of Customer Service Department for coordinating complaints, modification projects, product service and warranty activities.
- Assists in pre- and post-sales actions and new product launches.
- Responsible for the handling of warranty claims for designated customers.
- Investigates service complaints, proposes and discusses follow-up recommendations with the Assistant Manager and implements them.
- Troubleshooting and possible repair of (field) problems.
- Signals problems, developments, information on competitors and such and reports on these.
- Supports and supervises field testing, field campaigns, repairs of transport damage and incomplete deliveries when required.
- Supports distributors in establishing, expanding and improving quality of their dealer network.
- Evaluates distributor and dealer performance in cooperation with management.
- Provides and processes data for warranty and service reporting.
- Supports training activities for distributors and dealers.
- Plans and implements in his area improvements based on annual Departmental Plans.
- Maintains communication and business contacts with support staff in Yanmar Japan supporting Quality Assurance and Engineering activities

### **Skills/education:**

- Relevant technical education (electronical, mechanical engineering) at MBO4 or higher level, preferably with commercial touch.
- Knowledge of and/or experience in (industrial) diesel engines and power products.
- Work experience in B2B environment, preferably 3-5 years in a technical business with commercial insight.
- Flexible and hands-on approach with customer interest in mind.
- Languages: written and spoken English. German is a plus.
- Must be prepared to travel regularly to support distributors and dealers on site (after COVID-19 corona pandemic)





Candidates must live in the Netherlands and have a permanent residence- and work permit.

**Yanmar Europe offers:**

A truly international organization with respect for everyone's culture and room for individual development. A career in a dynamic environment where it is different every day. Space for initiatives and ideas. Motivated and sincere colleagues who will welcome you warmly. Quality products with a reliable and excellent image.

Yanmar is a stable, solid employer and offers a competitive employment benefits package.

**Interested?**

Mail your motivation letter, together with your CV, to Mrs. Trudy van Eikeren, Manager Human Resources.

E-mail: [trudy\\_vaneikeren@yanmar.com](mailto:trudy_vaneikeren@yanmar.com)

Telephone number: 036 54 93 273

**About Yanmar**

Yanmar Europe BV and Yanmar Marine International BV are subsidiaries of Yanmar Co. Ltd., a Japanese family owned business.

Yanmar, founded in 1912, is producer of diesel engines and components, as well as agricultural machinery, mini-excavators and micro cogeneration units.

The engines are used in a wide range of applications for the agricultural, industrial construction and marine markets, both commercial and pleasure.

Approximately twenty thousand people work for the group worldwide, in Asia, the Americas and Europe.

Yanmar Europe and Yanmar Marine International are located in Almere, the Netherlands. Activities here include the sales of diesel engines, agricultural machinery and micro cogeneration units to the European and African markets, the assembly of marine engines and the sales and supply of spare parts.

Yanmar is an international operating and thinking organization where different cultures and nationalities are appreciated. Yanmar is known as a well-established brand and wins golden opinions because of its client orientated and subservient attitude towards its customers.

[www.yanmar.com/eu](http://www.yanmar.com/eu)

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