

Service Coördinator

For our Rotterdam office we are looking for a proactive

Service Coordinator

Rotterdam, 40 hours per week (minimum 36 hours)

What will you do?

The Service Coordination department accepts and coordinates service requests to perform repair and maintenance on board ocean-going vessels and offshore platforms. The Service Coordinator is an important link between the customer, both internal and external, and the Service Engineers with the aim of providing them with the right information so that the work (worldwide) is structured. When a service/maintenance call has come in, you create the order and together with the Technical Support department you estimate as best as possible what is needed to get the job done. Which Service Engineer or service partner do you need, is he available and/or certified, do parts need to be ordered or are they in stock, do you need to take into account shelf life of products on board, etc? Upon completion of the work, you will receive a report from the Service Engineer and ensure that any follow-up actions are followed up. Within the Service Coordination department you report to the Manager Service Deepsea.

Specifically, your duties include:

- taking service requests;
- scheduling and directing Service Engineers and service partners;
- consulting with various parties and departments;
- administrative registration in our ERP system in preparation and after completion of the job;
- together with the other Service Coordinators optimizing quality and customer satisfaction.

Who are you?

You ensure that all service and maintenance work is well organized. You may have to deal with unexpected setbacks. A flight is cancelled, ships are delayed or a part is delivered later. Situations that call for stress resistance, flexibility and resourcefulness. At times like these, you are able to think clearly about how to solve this as efficiently as possible.... In this job you keep many balls in the air at the same time, which makes planned and structured work important. It goes without saying that in this role you have a customer-oriented attitude, but at the same time you never forget our own business interests and you guard the margins.

Furthermore, we ask of you:

- An MBO/HBO education and/or several years of relevant work experience in the industry;
- some technical knowledge and/or affinity with technology is desirable;
- good command of MS Office programs;
- excellent command of the Dutch and English languages;
- willing to participate in a pool of emergency services, approximately 1 week per 6 weeks after the training period. For this, of course, you will receive compensation.

What do you get in return?

- A full-time job but 36 hours per week is negotiable (in the weeks you do not participate in the breakdown services);
- Working conditions that are in line with your responsibilities;
- An organization with short lines where decisions can be made quickly;
- Access to online training in connection with your own development;
- Space to develop yourself within the organization;
- At least 25 vacation days (for full-time employment);
- Additional leave days if you don't get sick;
- Possibility to purchase additional leave days;
- Daily well catered lunch;
- Travel allowance (our office is easily accessible by public transport, but there is also ample parking)
- Good pension plan for which you pay a small own contribution as an employee;
- Fun activities are organized regularly.

Interested in working for us as a Service Coordinator?

If you are enthusiastic about this versatile job at our Rotterdam office, please apply immediately. If you have any questions about the job or the application process, please contact the Human Resources department, tel. 010-4534000 or send an e-mail to recruitment@alphatronmarine.com.

Job Title:

Service Coordinator - Deepsea

Department:

HR

Division:

Marine

Work location:

Rotterdam

Education level:

MBO

Introducing ourselves: we are Alphasatron Marine

Alphasatron Marine is a renowned supplier of integrated bridge solutions, representative of the leading brands in the industry and manufacturer of unique complementary products to the Japan Radio Company Ltd (JRC) portfolio. We are an importer, supplier, installer and service provider of marine navigation and communication equipment. With our headquarters in Rotterdam and several offices throughout Europe, North America, Curaçao, Korea and Singapore, we always try to be close to our customers.

We are here to help companies with innovative solutions that better fit today's technology and capabilities. We create solutions that the market demands and ships need. We are Alphasatron Marine.

Alphasatron Marine is an equal opportunity employer. We strongly believe that employing a diverse workforce is central to our success. We make hiring decisions based on your experience and skills.

We like to recruit ourselves and do not work with recruitment agencies.