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| JOB | VACANCY |
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| A leading industrial company In KSA is seeking to recruit | |
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| After sales Engineer | |
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| Duties | & |

- Maintain contact with clients to obtain customer feedback regarding product/service quality.
- Assist clients in resolving issues and complaints concerning purchased products or services.
- Build and establish good work relationships with clients to facilitate increased patronage and rever
- Monitor contract details to notify clients of pending expiration and help process renewal.
- Supervise the operations of after sales teams to ensure set targets are met.
- Develop and implement strategies effective for ensuring a satisfied clientele and increased returns
- Develop and optimize support and service processes, tools, and systems.
- Conduct price and contract negotiations with clients to establish contract details and attain profit m
- Oversee all post-sales services provided to clients to ensure customer satisfaction.
- Stay knowledgeable about your field's updates in science and research by continuing to read and
- Acquire new customers by winning them over from competitors and discovering new opportunities
- Negotiate with suppliers and find alternative economical solutions.
- Ensure the preparation of accurate reports to summarize outcomes in relation to collections, delive
- Track and record outcomes in terms of customer satisfaction with the quality of the company's pro-
- Demonstrate corporate responsibility.

| Requirements | |
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| - Must have Engineering background, BSc in Electrical / Mechanical Engineering is | |
|--|-------------------------|
| - 5 years of experience in project management / maintenance manager / customer | care |
| - Good command of English language with good writing skills | |
| - Ability to balance multiple priorities and meet deadlines in a fast paced and change | <u>ing en</u> vironment |
| - Ability to deliver high level of stakeholder's satisfaction. | |
| - Advanced skills in Microsoft office | |
| - Advanced skills in MS project | |
| - ERP SAP system good command | |
| - Ability to analyze and diagnose problems and recommend solutions. | |
| - Result oriented. | |
| - Reporting writing skills | |
| - Continuous Improvement | |
| - Personal Leadership | |
| - Teamwork | |
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