

Puesto de trabajo: Dealer Antenna

(Ref. VDAB: 67012566)

Nº de puestos: 1

Lugar: 8210 ZEDELGEM, Arr. Brugge - Bélgica

Fecha: 19/09/2023

Información sobre el puesto:

The Dealer Antenna is based in the Plant and acts as the main point of reference when facing the Dealers/Customers for each aspect related to Plant Quality, the role being embedded in the Plant Quality Management Team.

Competencias relacionadas con el puesto:

- You **support contacts & relationship** with Dealers/Customers, building an effective **two-way communication** channel.
- In the event of Poor & Fair reports from Dealers/Customers that are not well understood, or require additional clarification, you should be able (with help from AMS colleagues) to contact the reporting Dealer(s)/Customer(s).
- You must have the **ability to communicate** the severity and impact of the concern coming from the Profiles, to the Manufacturing community, prioritise and ensure that the reaction is swift and accurate.
- Where necessary (design changes needed) you must propose temporary Deviations, **create Engineering Change Requests**, provide justifications to the CRB (Change Review Board) and in complex cases escalate Manufacturing Profiles to the CPM (Current Product Manager).
- In each of these streams, **raise the hand to the Plant Quality Manager & Platform / Product Line Leader** when there is a blockage or constraint.
- Provide regular feedback to Product Line Quality, AMS and provide Dealers/Customers the final solution/implementation/containments in place/next steps and collect final satisfaction/unsatisfaction feedback.

Competencias del candidato:

- **Professional experience** in customer service and knowledge of manufacturing environment.
- Degree **Mechanical or Agricultural Engineering, Manufacturing**, or related technical field, or an equivalent combination of education and experience.
- Professional and **customer oriented**.
- Available to travel and **visit Dealers &** have the ability to host Dealers to the Plant to explain and show the process improvements.
- Be **strategic, methodical, capable to interpreter details** in the wider context
- Logical and rigorous **problem-solving approach** and method. Project management expertise.
- High level of **autonomy**; have good supervisory, management and networking capabilities.

- **Technical background** with experience in a technical service-related activity or engineering; **decent knowledge and experience with agricultural equipment, specifically COMBINES.**
- Effective **communication** and project presentation capacity, time management ability.
- Ability to work in a team environment and to work in a fast paced, multicultural work environment.
- Good knowledge of problem solving approach and preventive defect management.
- Solid working knowledge of **Microsoft Office** and other computer-based applications (e.g., MS Excel, MS PowerPoint, MS Project, Outlook, Internet, etc.).
- Language skills: **English as a primary requirement**, Dutch, French and German are plus.
- Work place: Zedelgem.

¿Qué te ofrecemos?

- Permanent contract, full time
- Salary: 68k-85k gross annual salary

Personas interesadas presentar candidatura a través de
[CNH Industrial | Dealer Antenna - Zedelgem \(cnhind-belgium.be\)](https://cnhind-belgium.be)

[información sobre ayudas a la movilidad EURES](#)