

SENIOR SERVICE ENGINEER



We at **Rieckermann Philippines** are on an exciting journey of growth and are looking for a motivated **Senior Service Engineer** to join our team and help us achieve our vision to become “your first choice industrial solution provider”. At Rieckermann, our employees are our most precious asset. We embrace the values Quality, Commitment and Trust, which our colleagues and customers can appreciate in their Rieckermann experience. We welcome ideas and innovative processes that can help us drive our organization further, and encourage learning and growth for your continuous professional development.

We look forward to having you in the Rieckermann family!

KEY DUTIES

- Technical Service
 - Installation of Mechanical and / or Electrical machinery & plant components according to plans and engineering drawings
 - Preventive maintenance
 - Perform emergency service at the customer's site, if needed
 - Troubleshoot via phone, email or in person
 - Email communication with machine manufacturers for troubleshooting support & technical clarifications
 - Attend meetings with regards to installations, service matters, technical solutions, & administrative matters of the company
 - Cooperate & coordinate with team members & other departments to offer solutions that fulfill the customer's needs
- Reporting
 - Provide customer with service / installation reports
 - Submit service reports & job cards / time sheets to manager
 - Gather & report information at customer site regarding process & quality concerns, to create new business opportunities
- Spare parts
 - Provide information & help customer to upgrade/retrofit their machine (spare parts recommendation)
 - Cost-conscious & careful handling of spare parts & work equipment
- Customer & supplier / partner relationship
 - Train customer to operate / maintain machine
 - Provide excellent service to customers by giving undivided attention & focus on meeting their needs
 - Anticipate questions, concerns, & future issues & provide solutions, which will consistently result in repeated business & word of mouth referrals & increased quality of service providing
 - Find solutions to customer problems & complaints to maximize satisfaction

KEY REQUIREMENTS

- Preferably with 10 years or more experience in Food & Meat Processing industries
- Bachelor's degree in Mechatronics or Mechanical / Electrical Engineering
- Excellent interpersonal & communication skills
- Goal-oriented, dynamic & high sense of responsibility
- Able to work well under pressure
- Able to work self-reliantly
- Team-oriented & disciplined working spirits
- Effective planning, analytical & implementation skills
- Proficiency in MS Office Applications
- Excellent written & verbal English skills
- Readiness to travel frequently & on short notice

Rieckermann is a privately-owned group of companies providing international industrial solutions. We have more than 750 employees at 23 offices in 16 countries spanning Europe, Asia and the Middle East. We have been in business since 1892 and have established ourselves as a leading provider in our core markets and industries. Our service portfolio covers the entire value chain and scope of industrial plant development in various industry sectors: from single unit machines and equipment to complete production lines. We deliver high quality, tailor-made solutions in engineering operations, process technologies and technical services. For more information, please visit **www.rieckermann.com**

If you would like to grow with us, please apply by sending your resume to **Ms. Leanne Marie Loyola** at **l.loyola@rieckermann.com**

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Disclaimer: Your information will be used solely for your job application. By sending your CV to us, you agree that your personal data shall be processed by us for the abovementioned purpose. In the event that you wish to remove your personal particulars from our system in the future, please email us via the abovementioned email address.



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