

Volvo Parts Customer Solutions (VPCS) is a contact centre, offering round-the-clock assistance with emergency breakdown services for Truck, Bus and Pentausers all over Europe and the USA. VPCS provides its customers also with technical advice. The call-outs are attended to in the customer's native language and within the shortest time limits. At present we are looking for:

Assistent Technical Support Engineers

Function:

- You work as a part off the Volvo Technical Support Team where you give technical support and solve technical problems for internal& external customers from Volvo Truck, Bus and Penta.
- Your main activity is to assist dealers in your language area with parts queries, service, electronics and diagnostics.
- The issues encountered will ask an analytic and problem solving mind.
- You're in contact with designers and product engineers.
- You handle the information from the market in such manner that repeated questions and problems from customers can be avoided.

Wij bieden de uitdagingen van een internationale speler die met respect voor de eigen cultuur, work-life balans en onze intrinsieke waarden - milieu, kwaliteit en veiligheid - zoekt naar vrouwen en mannen die streven naar continu verbeteren.

Profile:

- You have a technical background (auto mechanics, electro mechanics,...) or by experience and interest you have build up a broad technical knowledge.
- You have the ability to write, interpret and understand technical documentary.
- You have good collaboration, communication and facilitation skills.
- Efficient knowledge of basic computer application.
- Being fluent in English and the following language-combination:
 - Spanish/Portuguese
 - Dutch, German, French
 - Polish and Russian
 - Danish
 - Swedish
 - Italian
- A natural feel for continuous learning and personal involvement



Interesse? Stuur je cv en motivatiebrief naar recruitment.be@volvo.com

