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