

الموقع الإلكتروني للمعلن: [www.ajman.gov.ae](#)

JOB

VACANCY

المسمى الوظيفي: **مهندس خدمة العملاء**

A leading industrial company In KSA is seeking to recruit

After sales Engineer

Duties

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- 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 revenue.
- 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 margins.
- 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 study.
- 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, deliveries, and returns.
- Track and record outcomes in terms of customer satisfaction with the quality of the company's products.
- Demonstrate corporate responsibility.

Requirements

