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We are an internationally renowned company based in Cressier, near Neuchâtel, in the French-speaking part of Switzerland. We design, develop, and manufacture centrifugal pumps and diaphragm control valves to meet the most demanding requirements, and supply them to the industrial, chemical and wastewater sectors.

To strengthen our Global Customer Service team, we are looking for a:

### **GCS Officer - 100% (m/f)**

#### **Responsibilities:**

- Managing and answering questions from our international customers
- Analysis and resolution of technical cases in collaboration with various departments
- Creation of explanatory procedures for the assembly/repair of our products
- Follow-up of in-house repairs linked to the various cases.
- Creation of basic training courses on the maintenance of our products (aimed at our customers)
- Analyzing and suggesting improvements to situations on our customers' sites
- Organization of technical interventions
- Creation of service offers.
- Supporting the department's technicians during inspections of external installations (national or international)
- Supporting the department's technicians during commissioning (national or international)

#### **Profile and skills:**

- Mechanical training (such as CFC polymechanic or equivalent) or very good mechanical or electrical knowledge.
- Professional experience in a similar position a plus
- Excellent communication skills in English, good knowledge of German would be an advantage
- Excellent writing and oral communication skills
- Excellent ability to explain and diagram solutions
- Good knowledge of IT tools (MS Office / Excel)
- An interest in problem solving
- Keen interest in learning a variety of activities in different fields
- Dynamic, open-minded, and flexible

If you match the profile we are looking for, please send us your complete application (CV, covering letter, certificate(s)) to: [rh@eggerpumps.com](mailto:rh@eggerpumps.com)

For more information about our company, visit [www.eggerpumps.com](http://www.eggerpumps.com).