

United Arab Emirates Jobs Expertini®

Service Engineer

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Company: Juma Al Majid Holding Group L.L.C.

Location: abu dhabi

Category: other-general

Customer relationship managementAccountable for customer satisfaction through quality of service and precise communicationAccountable for equipment safety and performanceAccountable for selling service repairsAccountable for resolving customer service quality complaintsAccountable for resolving customers invoicing complaints related to maintenance operationsService operationsAccountable for the endusers the sites and the technicians safetyAccountable for the delivery ofservice according to the service contract requirements the time limits the ALARABIA quality standards and the local regulationsAccountable for the control of the field operations costs and the profit margin Accountable for service repairs salesAccountable for managing the third party inspections visits and followup actionsValidates the service contract technical terms with the salespersonAccountable for supporting the maintenance of any third party equipment coming into the maintenance baseResponsible for helping the call centre agent solving technician callout assignment conflicts (priorities & trouble shooters fitter schedule)Accountable for solving and closing the open callouts and reacting in case of stopped equipment and/or safety issuesAccountable for reducing the callouts in his areaAccountable for the timely completion of the planned maintenance visitsAccountable for the planned maintenance schedulingand optimized routingResponsible for performing site auditsResponsible for investigating accidents and following company policy on evidence custody and internal reporting.Responsible for the control and authorization of overtimePeople management / LeadershipAccountable for the performance of his assigned techniciansAccountable for maintenance technicians motivation and competence developmentAccountable for

determining and checking technicians performance objectives
Accountable for communication to his technicians & conducting of the weekly tool box meeting
Accountable for managing technician annual leave absences and backup and callout technician scheduling
Accountable for technician timesheet validation prior to payroll
Accountable for equipment assignment to technician and technician workload balancing
Responsible of defining the technician capacity need and for the technician hiring and selection process. Accountable for defining authorizing replacement managing technicians tools vans phone and instruments
Requirements
Bachelors Degree in Engineering
5-12 years experience in the same field
Engineering standards and codes of practice
Contract and commercial knowledge
Negotiation skills
Team leadership
Computer skills
Planning skills
Procurement and selling skills
Ability to plan organize lead and monitor team efforts to their successful completion
Excellent in English Language
Arabic would be an advantage
Benefits
As per UAE law
Bachelors Degree in Engineering
5-12 years experience in the same field
Engineering standards and codes of practice
Contract and commercial knowledge
Negotiation skills
Team leadership
Computer skills
Planning skills
Procurement and selling skills
Ability to plan, organize, lead, and monitor team efforts to their successful completion
Excellent in English Language, Arabic would be an advantage

#J-18808-Ljbffr

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