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Technical Representative Jobs In Dubai UAE 2023 | Caterpillar

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Company: Caterpillar

Location: dubai

Category: other-general

Technical Representative Jobs In Dubai UAE 2023 | Caterpillar

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Description:

When you join Caterpillar, you're joining a global team who cares not just about the work we do – but also about each other. We are the makers, problem solvers and future world builders who are creating stronger, more sustainable communities. We don't just talk about progress and innovation here – we make it happen, with our customers, where we work and live. Together, we are building a better world, so we can all enjoy living in it!

Responsibilities:

Working with Service Specialists to ensure dealers meet targets for Customer Satisfaction Program.

Providing input to Service Operations Specialists for shop operations, service process improvements, and systems, to help dealers achieve higher service quality.

Improve profitability and working with Industry Reps and PSSRs to develop total customer solutions that support sales efforts.

Understand customer/dealer market needs and build an understanding of how and why decisions

are made within their work group and organization.

Responsible for applying those decisions to support and develop product sales, dealer effectiveness, overall segment growth, NPI process, process improvement, sales management process improvement,

Incumbents learn to apply their knowledge of products, technology, industry, etc., in support of Caterpillar, dealer and customer expectations and needs.

Requirements:

A completed university degree or equivalent experience.

Completion of the Caterpillar pre-field marketing training development program is highly recommended.

3 to 4 years prior experience in a field position.

Ability to work independently and to communicate effectively with others in the work group, dealer personnel and customers.

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