

# Liebherr Middle East FZE

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Liebherr is one of the world's leading manufacturers of construction machinery, an acknowledged supplier of technically innovative, user-orientated products and services in numerous fields. The family-owned company has grown into a Group with more than 46,000 employees in 130 companies across the globe.

Liebherr Middle East FZE, located in Dubai, United Arab Emirates, is responsible for sales and service of the product range of Construction Machinery, Mobile Cranes, Tower Cranes, Maritime Cranes and supply of Aircraft Components.

## Tasks: Customer Service Coordinator

- Operational assistance to the Head of Customer Service and Sales Team
- Organisation and control of service contracts
- Handling of service requests.
- Arranging of service attendances
- Coordinate training for Customer Service staff with Head of Customer Service
- Coordination of local spare parts stock in co-ordination with Head of Customer Service
- Chase customers for payments in co-ordination with Head of Customer Service
- Assure technical support to customers, engineers, the service stations and the sales department
- Pro-active approach of services and customers support
- Issuing and checking of stage invoices
- Planning of engineer pool
- Preparation of project specific documentation such as method statements, risk analyses etc.
- Monitoring of debtors accounts and active collection of outstanding invoices together with accounts department.
- Journal duty at weekends and bank holidays
- Filing of project or work specific correspondence like certificates, data, protocols, paperwork, measuring protocols, MDE Data, MOM's, emails, etc.
- Support of commissioning jobs in the area of the service station

## Tasks: Spare Parts Coordinator

- Operational assistance to the Head of Customer Service and Sales Team
- Organisation and control of service contracts
- Handling of service requests.
- Arranging of service attendances
- Coordinate training for Customer Service staff with Head of Customer Service
- Coordination of local spare parts stock in co-ordination with Head of Customer Service
- Improve customer relationship in co-ordination with Head of Customer Service
- Chase customers for payments in co-ordination with Head of Customer Service
- Assure technical support to customers, engineers, the service stations and the sales department
- Pro-active approach of services and customers support
- Issuing and checking of stage invoices
- Planning of engineer pool
- Preparation of project specific documentation such as method statements, risk analyses etc.
- Monitoring of debtors accounts and active collection of outstanding invoices together with accounts department

- Journal duty at weekends and bank holidays
- Checking and follow up of work reports
- Checking and signing of hour reports
- Filing of project or work specific correspondence like certificates, data, protocols, paperwork, measuring protocols, MDE Data, MOM's, emails, etc.
- Support of commissioning jobs in the area of the service station
- Assist Head of Customer Service with HR Planning
- Working according to rules with internal software

Your Profile:

- Ability to multi-task while completing work in a competent and professional manner
- Excellent communication skills (English Written and spoken)
- German language skills would be a great advantage
- Good knowledge in MS-Office
- Team Player

Our Offer:

1. Performance-related remuneration
2. Interesting and responsible task in a successful company group
3. Social benefits of a modern company

Start Date: September 1, 2019

To apply for this position, please send your resume and a related certificate of education to [vanessa.leiendecker@liebherr.com](mailto:vanessa.leiendecker@liebherr.com)