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Planning Coordinator – Technical Services

Description

For one of its clients – an international player engaged in the manufacture of electrical devices and sales of related services, who is willing to generate business growth in Belgium – Artemys is looking for a **Planning Coordinator for Technical Services**, who will organise and plan the activities of a team of electro-mechanical technicians.

Location: Brussels

Responsibilities

As **planner and coordinator** of day-to-day activities of a team of technicians, you will be a member of the strategic back-office unit within an international manufacturing company that is currently sustaining its growth through service-related and project management offers. Your responsibilities will include:

- Planning the electro-mechanical works that will be executed by teams of qualified technicians at the client's site
- Communicating with clients over the phone to determine their needs and requirements/scope of work, and plan accordingly the necessary resources (technicians, equipment, material)
- Planning travel activities of technicians (field trips, client visits) by trending and prediction
- Optimizing client visits ensuring the balance between urgencies and planned activities
- Providing remote support to technicians
- Ordering spare parts and material needed for the intervention
- Managing all notifications to clients and client interventions (rescheduling, confirmations, deliveries, etc.)
- Sharing your observations and inputs about operational Efficiency & Process Improvement
- Ensuring 100% safety for the field technicians
- Providing technical support and relevant information to the Customer Care Centre and inside services
- Attending and actively participating in regular review meetings with operations and sales teams
- Regular reporting on your activities using the appropriate reporting tools

Qualifications

- A relevant degree
- Experience as a field technician, and willingness to take on a more coordinative function
- Ability to work safely, use good judgement, make critical decisions, and work well with others
- Excellent knowledge of MS Office Applications and effective use of report writing tools
- Strong analytical skills, willingness to take initiative, and the ability to learn quickly
- Capability to deal with an intense workload
- Good communication, organizational, and interpersonal skills

Employment Type

Full-time

Duration of employment

Undetermined

Industry

Energy and automation

Job Location

Brussels

Date posted

21 June 2022

Valid through

20.07.2022

- Fluency in Dutch and French, and a good knowledge of English

Job Benefits

- A full-time employment contract
- A strategic function within an international key player in the field of Energy Efficiency
- Continuous learning and development opportunities and access to the internal mobility program
- A full and competitive compensation package with a wide range of advantages (attractive salary, insurances, bonus system, meal vouchers,...)
- Fully flexible homeworking option