

**MOVE PROGRESS.  
MOVE WATER.  
MOVE THE FUTURE.**



## **Service Coordinator** Dubai, United Arab Emirates

Major movements like globalisation, digitalisation and energy shortages shape some of our largest future challenges. Challenges that we are happy to accept and dive into. We understand the trends that influence our company and our business and act accordingly. By developing products and solutions we move not only water, we also move the future for people all over the world. As a pioneer in the pump industry we focus as much on our employees as on our high quality pumps. Those of you who want to be part of the Wilo will experience a constant flow of personal and organizational development as well as sufficient space for the implementation of own ideas. At Wilo you will move the future, for yourself and for others.

### **Your Tasks:**

- Care about customer contacts concerning technical problem diagnostic, product consultancy, application consultancy and customer address qualification to ensure a high qualitative technical support related to customers requirements.
- Clarify internal technical service matters concerning problem analysis, solution creation, solution documentation and 3rd level cooperation and coordination to ensure a high qualitative internal technical support.
- Monitor and maintain the health and safety standards within the service organization and also external suppliers.
- Obtains resolution of routine customer complaints and issues.
- Tracks order activity, and alerts appropriate staff of any potential delivery problems
- Records and processes routine orders and/or inquiries received by mail, telephone, and/or through customer personal contact.
- Provides pricing, availability, and schedule information within established guidelines.

### **Your Profile:**

- Min Education B.E
- work experience of 4 years
- advanced MS Office skills; advanced ERP skills
- Advanced product knowledge and advanced application knowledge
- Basic knowledge in Market Segments
- IT-Knowledge on advanced level

### **Wilo offers many advantages as an employer:**

- Global employer with family spirit
- Exciting & multifaceted tasks and projects
- Extensive training opportunities
- performance-based/fair salaries
- work-life balance

### **Send your application documents to:**

WILO Middle East FZE, Mrs. Zahra Ghorbanzadeh, Jebel Ali Free Zone-South PO Box 262720, 262739 Dubai, United Arab Emirates, [hr@wilo.ae](mailto:hr@wilo.ae)