

Service Engineer

For our office at Arnhem, we're looking for some colleagues for 36-40 hrs a week. Due we're a start up in the Netherlands, there will be enough challenges and some freedom to fill in at your own discretion.

Job information

- Be responsible for the analysis, treatment and feedback of after-sale problems of the company's products and timely summary of after-sale problem reports according to the company's requirements.
- Timely feedback to relevant departments for problems encountered by customers in the product process and further communication and coordination.
- Collected and analyzed customer complaints, coordinated with quality and production departments or R&D departments, to analyze and solve problems.
- Strengthen communication with customers and provide guidance or training for customers in product use.
- Cooperate with sales staff to complete after-sales customer complaint service.
- Complete other work assigned by the leader.

Job requirements

- Engineering background college degree or above, fluent English listening, speaking, reading and writing.
- More than 3 years' experience in handling after-sales customer complaints.
- Excellent communication and coordination skills, strong language expression ability, logical thinking & analysis ability and strong sense of responsibility.
- Adapt to business trips, for European OEM customers and dealers.
- Working experience in Europe and America is preferred.
- Driver's license and driving experience (manual shift).

Company information

Ananda was established in September 2011, focuses on continuous upgrading of intelligent e-bike drive system and component including mid motor, hub motor, controller, sensor, HMI, etc. Ananda's latest smart platform covers the needs from commercial bike manufacturers to ordinary riders.

As a leading supplier in the industry, Ananda has been well recognized by customers for its R&D capability and consistent quality. Ananda's headquarter is located in Shanghai, and with three main manufacturing facilities in China, a plant in Vietnam under construction. European service center located in Székesfehérvár, Hungary, and service stations all around Europe, we ensure top-quality service to all our customers in the region.

Working address

Ananda BV, Delta 40, 6825 MS Arnhem, The Netherlands
Do you want to know more about Ananda, look at our website
<https://www.ananda-drive.com/>

Contact information

If you're interested or have questions, please contact Nita Dekker via
nita.dekker@ananda-drive.com or +31 6 22 51 67 43.