

SERVICE CENTRE ENGINEER (MIDDLE EAST)

Job Description

Department:

Integra / Welding Alloys (Middle East)

Location:

Dubai

Reporting to:

General Manager / Welding Alloys (UAE)

Job Band:

Competitive salary + Benefits

Job summary

To lead the team of the Integra Business Unit and ensure that the production processes within the Service Centre are run efficiently, so as to maintain and develop sales of the Integra products with services to all industries, in accordance to the WAG company quality system procedures.

Areas of responsibility

- To ensure the efficient running of the local Service Centre.
- To give technical support to customers and other business associates, to help build-up the company image and business relationships.
- To organise the most economical production processes within the Service Centre & On Site.
- To ensure efficient control of costs within the Service Centre.
- To organise and maintain the production documentation and Group reporting.
- Work closely with the Integra Product Manager to provide support.

Decision Making Authority

- Full authority inside own function.

Key metrics

- WA (Middle East) aims and objectives are met.
- Agreed development of the business.
- Successful set up of the team, leadership and coaching.
- Internal and external customer satisfaction.
- Overall Profitability of the Service Centre.
- Control of Quality assurance (H&S).

Key competencies (Knowledge, Skills, Abilities/ Attitude, Job-related Behaviour)

- Technical qualification in Engineering: Welding, Materials, Metallurgy, Mechanical / Electrical.
- Previous proven successful experience within a manufacturing business related to Welding, Steelmaking, Joining, Cladding, or Hardfacing industry.
- Demonstrated general business understanding.
- Advanced Knowledge of ERP manufacturing systems.
- Good communication skills. Proficiency level of English and Hindi is an asset, both spoken and written.
- A good IT literacy is essential. Additional knowledge of a workspace/information sharing system would be a plus.
- High organisational and problem solving skills.
- Outgoing personality, in order to interact with internal and external customers at all levels.
- In the habit of working in a busy and complex environment, staying calm under pressure.
- An interest in the business.

Main job / role (Customer, People, Finance, Process)

- To follow the Group strategy locally
- To organise efficient production processes within the local Service Centre and On-Site.
- To control costs to ensure profitability
- To support business development with technical marketing, product innovation.
- Develop and retain a motivated Integra team
- Provide customer service and assist them with technical issues.
- Organise, run and report trials to help clients take advantage of cost saving or other benefits against our competitors' services.
- Document service issues, compile 'tech notes', maintain 'knowledge bases' of support information, post information to support websites (White Papers) and provide customer feedback to R&D teams working on service upgrades.

Miscellaneous

- Valid UAE Driving License is a must.

