

Vacancy – Aftersales Support Engineer

Job title:	Aftersales Support Engineer
Reference:	0039
Salary:	£.competitive. plus benefits
Reporting to:	Internal Sales Manager

Position Type:	Permanent, Full-time
Location:	Nottingham
Centre:	Automation & Materials Handling
Closing date:	20/08/2021

Outline: Responsible for driving Automation Aftersales.

Indicative Responsibilities Include:

As part of the Automation commercial department, you will provide effective support with the day to day activities of the Aftersales Business.

As a key financial margin generator, it is important that Aftersales maintains, a high Gross Profit Margin.

Revenue should be generated by offering our customers the following services:

- > Access to spare parts
- > Service Contracts
- > Call out / breakdown cover

A Key role of the Aftersales Support Engineer is to deliver service excellence. This will involve having verbal and electronic discussions with LB Foster Automation & Material Handling customers to better understand their needs.

A further key function will be the production of clear and accurate quotations and the processing of orders via the companies Visual Software (Training on the use of Visual will be provided).

Deliver key growth as agreed with the Internal Sales Manager.

Skills & Experience Required:

- > A good approachable customer manner, always willing to go above and beyond.
- > Be methodical in processes with effective use of own initiative.
- > Have a good understanding of LB Foster equipment.
- > You must also have experience in reading and understanding technical drawings.
- > Competent in the use of MS Office Software (Word, Excel, PowerPoint and Outlook).
- > Educated to at least Degree Standard or equivalent.

To Apply:

By email, enclosing a current CV & cover letter, quoting the job title & reference to ukcareers@lbfooster.com

For more information please contact the Human Resources Team on 0114 256 2225 (no agencies)

Please note that roles may close earlier than specified should we receive enough applications prior to the written closing date.