

Technical Services Support  
Köppern and Komarek

**Job Title:** Technical Services Engineer – Köppern and Komarek

**Location:** Office/Manufacturing

**Job Type:** Full Time

**General Description/Language to Use for Job Postings:**

Serves customers by providing product and service information, resolving product and service problems. The goal is to ensure excellent service standards, respond efficiently to customer enquiries and maintain high customer satisfaction. This position will support Köppern and Komarek in the United States.

**Reports To:** President/CEO

**Responsibilities:**

- Generate sales leads, build sustainable relationships and trust with Customers.
- Handle customer complaints and follow up to ensure solutions.
- Provide customer support and experience.
- Maintain a high level of customer satisfaction.
- Oversee service repair orders.
- Training of customer employees when needed.
- Assist technicians on service call repairs as needed.
- Direct work to appropriate Engineering department.
- Open communication with upper Management and Engineering.
- Continuous researching of New Technology.
- Collect operating data from customers machines.
- Submit trip reports for all sales support service calls.
- To comply with the requirements of the ISO 9001 standard under his/her responsibility and authority.
- To contribute to the effectiveness of the quality management system and its continuous improvement.
- Perform other duties as assigned.

**Preferred Qualifications:**

- Bachelor's Degree or master's degree in Industrial Engineering or equivalent
- 5+ years in Agglomeration/Compaction operations and methods
- 5+ years in general industrial material handling
- Excellent communication skills
- ISO9001:2015 foundations

**Minimum Educational Qualifications:**

- Bachelor's Degree in Industrial Engineering or equivalent

**Minimum Previous Experience:**

- Agglomeration/Compaction operations experience
- General industrial material handling

**Other Skills:**

Employee's Signature \_\_\_\_\_

Date \_\_\_\_\_