



JOB TITLE: Customer Service Manager

REPORTING TO: Sales manager or GM

About us:

UCT / Astava is looking for a Customer Service Manager who wants to contribute to the further growth of our company with his/her technical knowledge and experience.

Astava is an innovative organization with more than 60 years of experience in developing and manufacturing instrumentation solutions for the oil, gas and nuclear industry. The head office is located in Meppel, The Netherlands and we are active worldwide with the United States, Europe, Middle East and Asia as our main sales areas. With a team of 30 people, we supply standard products as well as customer-specific solutions, produced from stainless steel and more exotic alloys.

Overview

This role requires a proactive and effective Customer Service Manager to lead the Customer Service Team for the organization. Based in the Netherlands, the successful candidate will drive performance and growth with responsibility for the team.

Main Duties and Responsibilities

- Responsible for managing the Customer Service Team of 4 people
- Responsible maintaining and creating pricelists
- Responsible for the quotation and order confirmation process
- Offer control
- Responsible for maintaining and creating templates
- Preparing training material
- Technical and commercial support for team
- Maintaining open offer book
- Team personal activities (illness, absence, holiday etc)
- Proactively deal with any issues that arise concerning customers, distributors or representatives as well as Engineering and Manufacturing colleagues.



Person Specification

ESSENTIALS	DESIRABLE
<p>Oil & Gas market and application experience</p> <p>Manage customer Service</p> <p>Create commercial proposals, quotations</p> <p>Experienced in using ERP system</p> <p>5 years sales experience of engineered products</p>	<p>The candidate should be comfortable working in a multi-disciplinary organization</p> <p>Previous experience in a manufacturing environment would be beneficial</p> <p>Candidate must be able to perform duties independent of a dedicated application engineer.</p> <p>The candidate must be well-versed in instrumentation valves and hardware specifically related to those used in measuring pressure, temperature, level and flow.</p>