

AFTER SALES MANAGER

QUALIFICATIONS AND JOB DESCRIPTION

Unlimited energy sources such as the sun, wind and water are at the world's disposal and today, one of our most challenging responsibilities is to capture and make full use of these vast resources. ENERCON, Germany's largest wind turbine manufacturer, is ready to meet this challenge. With production plants on three continents and a market representation in 36 countries, committed employees are working towards ENERCON's success on global scale. Our wind turbines are equipped with highly sophisticated technological features.

The subsidiary of ENERCON in Turkey is expanding with success and we would like to invite applications from qualified persons prepared to take up this challenge.

To support our team in İstanbul, we are looking to recruit a After Sales Manager!

If you are interested in for this position with ENERCON in Turkey and would like to receive further information, please send us your English Curriculum Vitae and covering letter, indicated your salary expectations and your earliest availability.

Qualifications

- Minimum 5 years management experience in related field is preferred,
- Degree in an engineering field, (Mechanical, Electric, etc...),
- Strong problem-solving, communication and listening skills,
- Knowledge of advanced level in English all writing, reading and speaking.

Task & Responsibilities

- Responsible for the whole customer lifetime: end-to-end responsibility for the customer; counterpart for the customer,
- Support customers with technical after-sales advice (e.g. retrofitting and retrofitting for wind turbines; providing technical descriptions; explaining offers). In particular, explain technical developments and changes to the legal framework to the customer, e.g.,
- Support sales team in the offer, (pre-)tender and contracting phase,
- Responsible for O&M contract (completeness, correctness and timely performance) and is key contact to customer for (coordinating) the execution of all post-sales activities ("owner of the contract" and all related administrative tasks),
- Maintaining customer relationships, incl. contract signing (maintenance contract) and coordinating proper feedback to customer needs and queries,
- Optimizing financial business cases for customer and ENERCON, e.g. by introducing and selling of products and services that improve turbine performance
- Timely consultation of specialized colleagues and departments (After Sales specialists, Service Specialists, WRD, legal, etc.),
- Monitoring of Service performance during the execution phase of the contract, provide input to improve Service organization efficiency,
- Dealing with technical issues (Together with Service Department),
- Responsible for timely payment of all customer invoices, minimize outstanding payments, if necessary responsible for provision of formal statements, letters and reports on behalf of ENERCON (in cooperation with Accounts Receivables),

- Monitoring dealing with customer satisfaction, complaints and special requests, developing and implementing improvement programs in consideration of economical and service aspects,
- Responsible to provide and advise to customers on technical documents / questions regarding ENERCON service,
- Availability and flexibility to travel 25%,
- Knowledge of Microsoft Office, SAP and Scada is preferred.