

Service Coordinator

Moteurs Marine Méditerranée (MaKMed™) is the official distributor and service partner for MaK engines for France, Morocco, Algeria and Tunisia.

We provide all after-sales service and commissioning actions for the brand.

We offer our customers a range of suitable solutions, for the entire lifetime of their engines.

Moteurs Marine Méditerranée is a subsidiary of Pon Equipment & Power Systems (Pon group)
Pon employs over 13'000 people in 250 businesses across 21 countries.

Position: Service Coordinator

Location: Marseille, France

Service: Operations - service, admin

Work schedule: fulltime, 35hrs/week

Status: fixed-term contract 10 months

Profile:

Good level in English (read/written/spoken)

Education: Degree in Mechanical Engineering or in Sales Management

Working knowledge of MS Office suite; the knowledge of Navision or similar ERP system would be an asset

A first experience in the Marine or EPG sectors would be required

Ability to synthesize, sense of priorities and good organizational skills

Leadership, ability to negotiate and cheerfulness

Here are the main missions that will be carried out under the responsibility of the Service Operations Manager:

- . Customer main point of contact for maintenance, repair and upgrade services
- . Preparation and follow-up of quotes (including related external requests for quotes)
- . Opening Sales Orders and Purchase Orders
- . Preparation and follow-up of service jobs on the logistical, operational and commercial levels and in accordance with the company requirements
- . Daily communication with the field teams on security, organizational and calendar aspects
- . Updating the project schedule
- . Recording of productive hours and consolidation in a monitoring table according to company processes
- . Ensure the timely issuance of reports by the Technical Service
- . Preparation of documentary deliverables and invoicing

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