



CAREER OPPORTUNITY

Global Service Engineer

At **Yanmar Marine International**, we deliver exceptional after-sales support to our clients worldwide. **Our mission is to provide powerful, sustainable solutions, setting new standards in innovation and reliability.**

As our **Global Service Engineer**, you will play a crucial role in enhancing customer satisfaction by addressing technical concerns and warranty claims on a global scale. You will collaborate with stakeholders across markets, assess service requirements, and provide expert guidance to ensure optimal support delivery.



ALMERE (NL)





ABOUT YANMAR

Yanmar solutions worldwide: at SEA, LAND, and CITY. We specialise in designing and producing top-of-the-line engines and cutting-edge machinery. To provide powerful solutions that meet the challenges customers face today to realise our mission: 'A SUSTAINABLE FUTURE'.

Global player

With beginnings in Osaka, Japan, in 1912, Yanmar was the first ever to succeed in making a compact diesel engine of a practical size in 1933. A pioneer in diesel engine technology, YANMAR is a global innovator in a wide range of industrial equipment, from small and large engines, agricultural machinery and facilities, construction equipment, energy systems, and marine to machine tools and components.

Innovation

At SEA, we are leading the way in developing sustainable propulsion solutions and exploring hydrogen-based power. We implement electric batteries on LAND and in the CITY for industrial machines and power generation. Regarding autonomous products, YANMAR robots work in French vineyards, and unmanned robot tractors drive in Japan.

Yanmar Marine International

Yanmar Marine International B.V. in Almere, the Netherlands, is Yanmar's global headquarters and a leading marine recreational engine business supplier. Our innovative engines and technology-driven marine propulsion systems are setting new standards for the industry as the world's cleanest, most efficient, reliable and durable diesel engines for the recreational sector.

VACANCY

What are you going to do?

As our next Global Service Engineer, you will be the primary point of contact for all our clients, including distributors, dealers, and shipbuilders. You will engage with them through various channels such as telephone, CRM, and in-person visits to provide timely support.

Your responsibilities will include addressing technical inquiries, resolving warranty issues, and ensuring client satisfaction. As our business expands, we aim to strengthen our Aftersales team to meet our clients' evolving needs effectively.

Your main tasks and responsibilities:

- Provide technical support to customers under departmental guidelines;
- Offer remote technical support via telephone and CRM and on-site support when needed;
- Judging warranty claims based on a precise root cause analysis;
- Maintain contact with global Yanmar colleagues to address customer concerns, technical support and warranty-related issues;
- Troubleshoot and repair of technical concerns in the field;
- Coordinate product service and warranty activities with sales engineers, application engineers and other members of the Customer Support Department;
- Manage networking relationships to foster strong customer connections.



PROFILE

Who are we looking for?

The ideal Global Service Engineer possesses extensive experience in service engineering, particularly in B2B environments. You have a proven track record of effectively managing customer technical inquiries and providing solutions. Your expertise extends to motors and engines, with a deep understanding of their intricacies. Additionally, you are proficient in electronic diagnostics.

The ideal candidate:

- Minimum MBO 4, or equivalent, in technical studies (Mechanical, Automotive);
- At least three years of experience in similar technical B2B roles;
- Strong understanding of engines;
- Solid knowledge of electronic diagnostics;
- Experience with CRM systems (e.g. Dynamics)
- The following mindset applies to you: **self-starting, solution driven and decisive.**
- You have solid communication skills, and you're empathic.
- Strong language skills, fluent in both spoken and written **English**. Dutch is a plus.

Applicants must currently reside in the Netherlands and possess eligibility to work in the country, including having a valid work permit or passport.

Work location

Your regular workplace is Almere, but hybrid working (40% home/60% office) is possible in this position.



OFFER

What do we offer?

As our Global Service Engineer, you can work in a top-notch company in the Marine Industry and contribute significantly to our mission of providing exceptional customer support. You will enjoy a high degree of autonomy and opportunities for global travel to engage directly with customers, serving as the company's ambassador.

You will be the eyes and ears of the company in the outside world. A job in a dynamic environment with a quirky group to motivate and support you.

Employee Benefits

- ✓ A competitive salary matching your knowledge and experience;
- ✓ Hybrid workplace (40% working from home and 60% in the office);
- ✓ Standard working week of 37.5 hours, with flexible working hours;
- ✓ Commuting allowance, including full reimbursement of travel by public transport;
- ✓ 27 vacation days (plus the ability to build up time by time);
- ✓ 8% holiday allowance, year-end bonus based on the company performance;
- ✓ Good pension scheme and collective health insurance.





“As a Global Service Engineer, you're integral to our diverse Aftersales department. Each day brings fresh challenges and opportunities, making our work both exciting and rewarding. We pride ourselves on our teamwork, going above and beyond to support one another. With a can-do attitude and a touch of humor, we consistently deliver exceptional service, setting the benchmark for excellence in our market.”

Niels Visser

Teamleader Aftersales & Production Workshop



NEXT STEPS

Interested?

The application process is clear and fast.

1. Short telephone acquaintance
2. 1st interview on location at Yanmar
3. (Potential) Assessment/exercise
4. 2nd interview on location at Yanmar
5. Job offer
6. Let's get started!

We would like to get in touch!



Call or send **Luciana Pasutti (Recruiter)** a WhatsApp on **+31(0)687017511** or send an email to **luciana_pasutti@yanmar.com**