

After Sales Manager (m/f/d)

As one of the world's leading companies in the wind energy industry, ENERCON innovations have been setting new standards in technological design for more than 30 years. Offering installation, maintenance and servicing of ENERCON wind turbines, ENERCON Services is responsible for the maintenance of 5000 turbines across the Western Europe Region.

Overview

Reporting to the Head of After Sales Ireland, ENERCON is now recruiting an After Sales Manager – who will be responsible for all after sales accounts, acting as the main support for customers.

Your Tasks

- Operate as a competent first point of contact for ENERCON's customers in all queries both technical and commercial.
- End-to-end responsibility for After Sales accounts as holistic client relationship manager.
- Responsible for all customer concerns and to coordinate solution findings with the service department in the region.
- Responsible for O&M contract
- Key contact to customer for (coordinating) the execution of all post-sales activities.
- Coordinate the deployment and support of the regional After Sales expertise on the provision of the best possible and timely responses on all applicable customer issues regarding the main processes.
- Development of new contract concepts and products.
- Takes care of all contractual obligations and warranties out of the service contracts, together with specialists within the After Sales team one each item.
- Cross Sells additional service products or service offers.
- Responsible for customer relationships, maintain periodic contacts and meeting with customers.
- Selling/ explanation/ negotiation/ quotation for main component exchanges.
- Preparation of documentation, reports, technical data and official documentation following customer and company requirements.
- Represent the customer perspective within Service and provide a professional point of contact between the customer and ENERCON.

DRIVING THE FUTURE

Innovative ideas are the hallmark of our successes and move us on. We are passionate about realizing wind energy projects across the globe and meeting tomorrow's energy technology challenges. You and your engagement can make a contribution to shape the future of renewable energies.

APPLY NOW!

Are you interested? Then please submit your application (CV, motivation letter, certificates, earliest starting date and your salary expectation) via email to:

Recruitment-Ireland@enercon.de.

Location: Tralee Co. Kerry or Santry, Co. Dublin
(Hybrid working available)



www.enercon.de/karriere

Your Skills:

- 2 years Customer Service experience is essential.
- University Degree/Masters in Business Economics and/or Electrical or Mechanical Engineering or similar field.
- Excellent organisational skills.
- Assertive, adaptable and friendly personality with excellent people skills.
- Can-do attitude with excellent time management skills and a positive approach to multitasking.
- Demonstrate complete discretion due to confidential contractual and financial information awareness.
- Knowledge of and experience with contractual, commercial and technical aspects of the energy industry.
- MS Office proficient and SAP experience
- Strong communication, negotiation and motivational skills.
- Well-developed social skills, strong ability in building and maintaining interpersonal contacts.
- Organisational objectives, policies, procedures and structures of the ENERCON organisation.
- Full Clean Drivers Licence.
- Experience within the Wind Industry

Your Benefits

- Travel expenses
- Enhanced Holiday Allowance
- Christmas Bonus
- Paid sick leave
- Healthcare Scheme
- Pension Contribution

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