

Our client is a company specialized in the design, manufacture, and supply of **high-precision equipment** for the **pharmaceutical industry**. It primarily focuses on machines used for inspecting, controlling, and handling tablets and capsules during production processes. Its solutions are employed on production lines to ensure the quality and compliance of medications before distribution.

To continue to grow, we are currently recruiting a **Helpline Technician (M/F)**.

Customer Care Support (M/F)

RESPONSIBILITIES

By joining the service support team, you will oversee the processing and filing of all incoming technical claims via email or phone. You will provide quick, accurate, and continuous technical support to resolve claims. You will maintain constant follow-up with customers, suppliers, and PT colleagues while handling claims.

Your main responsibilities are:

- Monitor and respond to the daily claim income.
- Troubleshoot and resolve technical claims.
- Maintain direct contact with customers by phone & email.
- Keep continuous contact with Service Manager.
- Assure continuous follow-up on remaining open claims.
- Remain aware of latest production methods by participate in Production weekly meetings.
- Support FAT/ IHR as needed.
- Support Technical Customer Care visits if needed.

PROFILE

- You demonstrate 8 to 10 years' experience as Field service Technician in an international environment and have a good understanding of electronic and electromechanical.
- You are an excellent problem solver, able to tackle challenges effectively.
- You possess strong communication and interpersonal skills, with a polite, tactful, and friendly attitude.
- You have a customer-oriented mindset and a solid understanding of their needs.
- You show initiative and remain calm under pressure.
- You are proficient in using Microsoft Office tools, including Word, Excel, and Outlook.
- You have a B2 level proficiency in both written and spoken English

OFFER

- A position with great opportunities for growth and increased responsibilities.
- The opportunity to work with cutting-edge technologies
- A permanent contract and an attractive salary package in line with the position responsibilities and your experience.

INTERESTED ?

Please send your CV together with an adapted cover letter via [URL](#) or to recruitment@pahrtners.be.

YOUR APPLICATION AND
RELATED INFORMATION WILL REMAIN
STRICTLY CONFIDENTIAL.