

Customer Service Hotliner

(M/W) 100%

We are a Swiss company specialising in the design and manufacture of high-precision CNC machines. We operate in a "4.0" working environment providing comprehensive solutions to our international clientele to develop precision tools.

Offering excellent support to our clients is a strategic priority. With that in mind, we're seeking a future team member who meets the following criteria:

YOUR PROFILE :

- You have a technical Federal Certificate of Proficiency (CFC) in mechanics or automation
- You have a few years of experience in a similar position or as an after-sales technician or technical sales representative, ideally in the field of machine tools
- You have excellent speaking and writing skills in German and good speaking and writing skills in English and French
- You are able to cope with stress, are customer-focused and are flexible; you show initiative and independence in the performance of your work
- You are a team player who enjoys working in a group and in an open space

ROLES & RESPONSIBILITIES :

- Provide tier 2 technical support by telephone or email
- Manage client machine fleets and suggest tailored solutions to ensure optimal productivity and handle fleet maintenance
- Follow up on new products with customers and provide feedback to our Production and R&D departments
- Provide technical support to travelling After-Sales Technicians
- Coordinate and organise field assignments for After-Sales Technicians

Are you up for the challenge? Please send your confidential application by email to: rh@rollomatic.ch or by post to the Human Resources department.
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