



Optimum Sorting – Service coordinator / Field service engineer



WHAT YOU'LL BE DOING

This function is a hybrid role of field service work combined with in-office customer service coordination.

Field service engineer:

- You're responsible for installing, servicing and maintaining the equipment at our customer facilities according to the specifications. You will troubleshoot and resolve electrical, mechanical, software and sorter programming issues both on site and remote (via phone or remote access).
- After installation you give technical training and education to your client on how to set-up the machine, use it and fix first line failures. You also give advice on how to maintain the machine.
- You share your field experiences regarding bottlenecks and how to fix them with your service and engineering colleagues.

Service coordinator:

- You make an efficient 24/7 schedule for the technicians and make sure they have all the info/documents/materials they need before leaving for a job.
- As the central contact person, you manage incoming calls and emails regarding technical issues and other requests from customers. You solve them yourself (e.g. finding the right parts), where possible, or reassign the case to one of our service technicians. You make sure all calls are logged into our ERP system and admin is processed correctly.
- In case of high priority or more complex issues you're the central point of contact and you make sure the issue is escalated to the right department. You also maintain the Service Level Agreements and you detect commercial opportunities.
- You're also responsible for the administrative processing of the work performed and you write work instructions if necessary.

You report to the service manager

WHAT WE EXPECT

- That you have preferably 3-5 years of experience as (service) technician, in which experience in machinery an asset is. Also customer service experience is an advantage.
- That you have a Bachelor's degree (mechanical or electrical) or comparable by experience.
- That you're located near our Denver office and have a reasonable commute. And you're willing to travel 60-80 days/year (the first year travel will be a bit higher due to the training period needed for this role). Travel is both regional as international so a valid passport is required.
- That have a broad technical knowledge base: electrical troubleshooting (3-phase, 1-phase power, low voltage DC) and mechanical work experience, reading of electrical and mechanical drawings.
- That you have knowledge of Office 365. Knowledge of Linux, PLC, Siemens S7 and computer networks is an added value.

- That your English is fluent, both in writing as verbal and preferably you know at least one other global language (f.i. Spanish).
- That you can work in a flexible schedule in day shift. You'll also rotate in an on-call scenario with the other colleagues.
- That you are communicative. You're able to manage diverse stakeholders and able to work under pressure in stressful situations.
- That you are a problem solver with a hands-on and client-centered mindset.
- That you are flexible and adaptable, both in switching between office-based tasks and fieldwork as well as towards working hours and availability for customers.

WHAT WE OFFER

- Because of our wide variety of machine and the tailored solutions we offer your job is very versatile and technical challenging
- You'll be working in a high-tech environment where quality is focus and where there is a lot of investment in R&D so your technical knowledge will always be up-to-date
- You will be working in a growing SME where we do not like to think in boxes and where there is room for your own initiative to help shape your own growth trajectory.
- We offer you a dynamic and varied job with the freedom to give it your own spin
- Our organization is characterized by informal contacts, a family atmosphere and an environment where change is central
- Competitive market-based wage (range \$75k - \$90k) with health, dental and vision insurance, 401k, paid time off and sick pay. For your trips there's mileage reimbursement and per diem reimbursement

<https://www.optimum-sorting.com>