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JOB PROFILE

Job Title **Field Service Engineer / Technician (F/M) for Surface Mount Technology (SMT)**

Company Yamaha Motor Europe N.V.
Branch Office Germany, Business focus on IM

Number of employees in Division IM (FA/SMT)

About 35 (Japanese: 4 Expats & 2 local employees)

Surface Mount Technology (SMT)

Devices with built-in industrial robot for placing electronic components directly onto the surface of printed circuit boards.

Current situation:

About 70 % of the current business is conducted via dealers, whereas the remaining 30 % is consisting of direct sales to large customers. In the future, sales activities for middle-sized clients shall subsequently be handed over to dealers in order to increase the capacities for direct sales to large customers. Because there is only one Service Engineer located in Neuss (further 10 engineers working outside of German office from home office), this new position shall be established to support the above-mentioned business strategy.

Employees with focus on SMT:

Sales: 1 General Manager & 4 Area Sales Managers for Germany, Spain, UK etc.

Service: 1 Operation Manager & 11 Field Service Engineers (only one of the field service engineers is located in Neuss, the others are working from home-office in Germany and other European countries)

Location of the production plant:

Construction and production are both located in Japan.

Reason for the vacancy

Newly created position:

Because there is only one Service Engineer located in Neuss at the moment, reinforcement in form of an additional Service Engineer is needed.

**Main tasks
(specific job objectives)**

- Technical training for dealers & direct customers
- Responsible for the installation, maintenance, repair and service work
- Main contact for dealers & direct customers on all technical issues
- Close collaboration with colleagues in sales
- Documentation of activities
- Inventory control and spare parts

Future expectations

(as soon as the position holder gets into his own area of responsibility)

- Planning the education for dealers
- Sharing information / feedback between Europe and Japan (designer, customer support division)
- Improvement of service flow / structure

**Position within the company
hierarchy**

The owner of the position reports to:
Mr. Thomas Metz (Operation Manager)

Team work

Closely working together with:

Company internal

- Other Field Service Engineers
- Back Office
- Area Sales Managers

Customer side

- Engineers in dealer

Travel

Average travel frequency:

About 50 %

Activities outside of the office at the customer side will be the main part of the job. However, depending on circumstances and project status, the amount of office work may vary.

On-the-job training:

The position holder will be trained mainly in Neuss, because there are demonstration machines available and another Field Service Engineer is present. Especially in the first 1 or 2 years, the position holder will also receive on-the-job training from the other 11 Field Service Engineers in Europe.

Business travel destinations:

Mainly in German speaking countries (DACH-region), but also in EMEA countries widely

Conditions:

Annual salary

The final amount depends on the experience and background of the candidate.

Company car

Provided (1% German Tax Rule will be applied)

Travel Expenses

According to the taxation rules in Germany

Holiday

30 days

Place of contract

Neuss / NRW

Work Base

Neuss / NRW

Date of employment

ASAP

REQUIREMENT PROFILE

Education

University degree or vocational training with technical background is desirable
(Candidates as graduates of vocational training or University are welcome as well)

Professional experience

- High technical affinity (a technical background is necessary)
- High willingness to travel is necessary
- Team Player skills are necessary
- Experience in dealing with technical products is desirable

Soft skills

- Strong intercultural and communication skills
- Logical approach skill, well controlled emotions
- Strong sense of responsibility
- Ability to work independently as well as in close cooperation in a team
- Good planning, organizational, time management
- High level of self-motivation

Languages

German: Mother tongue or business fluent
English: business fluent
Further European language skills are very advantageous.

Miscellaneous

The position holder should be flexible and self-motivated.
The position is not limited to European candidates. However, in case that a candidate only has a temporary visa, this would need to be discussed beforehand.

Contact: HR division info-ymeim@yamaha-motor.de