

TECHNICAL ASSISTANT COMPLAINTS MANAGEMENT (M/W)

TGW Logistics Group as an international, fast-growing company is one of the global players in the intralogistics industry. In this position, you will assume the responsible task of processing incoming complaints and you will therefore contribute to increase customer satisfaction. As main contact for internal and external persons concerning complaints, you possess a high level of solution-orientation and sense of diplomacy and you will therefore make an important contribution to the success of our company.

TASKS

- Customer complaints handling
- Direct contact with customers and suppliers in complaint matters
- Coordination of repairs including plausibility check and processing of results
- Preparation of technical information for customers and suppliers
- Analysis of error causes, assessment of error cost potentials and initiation of countermeasures

REQUIREMENTS

- Completed technical education (apprenticeship or higher education)
- Customer-oriented acting as well as a high degree of commitment and ability to work in a team
- Willingness to travel abroad about 10% of working time
- Good command of German and English
- Good computer literacy (MS Office)

WE OFFER

The minimum annual gross pay for this position is 32,690 Euros according to the collective agreement. A possible overpay depends on your individual job experience and qualification.

Furthermore, we offer the safety of a privately owned company, flexible working hours and a cooperative working environment with attractive benefits.

Use your know-how and skills for an exciting job and start your career in a diversified field of responsibility in an international network for automated logistics technology.

Living Logistics. Promoting Careers.



Your contact
person
for this job
opening:

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