

Magic Boiler is a leading clean-tech development and sales business with innovative products in energy technology for the home. Our cleverly embedded complex systems give our customers a more comfortable life, whilst reducing environmental impact and improving costs. With a dual focus on product development and sales, Magic Boiler is uniquely positioned to bring to market trend-setting technology that our customers want. Based in Rotterdam, The Netherlands, our outlook is global, with sales in Germany, Holland, Belgium, France and the UK, and partnerships in manufacturing spread around the world. Our current team of 12 full-time and part-time staff are eagerly awaiting new colleagues for fresh thinking and participating in the building of our company.

Field Engineering Coordinator

(microCHP, solar thermal boiler, condensing technology)

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We have been actively selling the WhisperGen microCHP and the NanoSolar hot water boiler over the last 6 months, and will soon add the Nano30 condensing combination boiler. These three products form the core of Magic Boiler's portfolio of products: clever, beautiful and high-quality. To help our customers enjoy our products, our network of sales, distribution, logistics and installation service companies need to have up-to-date knowledge and state-of-the-art training so that our responsiveness to our clients is always at its best. To assist with the building of a fully integrated service organisation, our team needs expanding to include a Field Engineering Coordinator, who will oversee the Administration & Support, Customer Service, Logistics and Training of Distributors.

Your role

To lead the Field Engineering Coordination efforts, the following key duties belong to your role:

1. TECHNICAL CUSTOMER SERVICE – provides warranty support and technical service to European distributors / customers.
2. LOGISTICS – oversees logistics of all products and spares – delivery, tracking, storage, rework, removal, and freighting; coordinates service call-outs and reports outcomes effectively.
3. TRAINING – trains staff of distributors and customers to become effective installers, and maintenance technicians for our technology
4. ADMINISTRATION & SUPPORT – ensures effective and on-time completion of all administrative and support tasks.

Additional Detailed Responsibilities

5. Manage and resolve in-field warranty issues for all products for all of Western Europe
6. Manage stock required to perform day-to-day service and warranty work (complete units and spare parts)

7. Prompt resolution of in-field technical issues related to the products
8. Engage the organization to provide service and support and meet customer expectations
9. To capture product requirements in line with customer market needs
10. Logging and reporting of all customer issues relating to the production, delivery and performance of the AC WhisperGens
11. Arranging and undertaking field service and support activities, either directly or through third parties
12. Training of field service personnel, distributors and agents in installation, commissioning and maintenance
13. Ensure that any units returned for analysis and/or fault diagnosis are properly handled and reported on in accordance with agreed Magic Boiler procedures
14. Design and advise on installation requirements relating to the products
15. Regularly liaise with Resellers and Agents regarding Technical Issues, Product Development and Training
16. Communicate customer and technical service issues to Magic Boiler

Your profile

1. Field Services Engineering or Mechanical Engineering background
2. Preferable experience in gas combustion and/or heating technology products
3. Knowledgeable of Business 'start-up' and business partnering – ideally with 2 years experience in a start-up company
4. Proven field service engineering experience
5. Has experienced at least 1 Product Introduction into the field
6. Strong team builder and motivator
7. Has an approach that is flexible
8. Willing to move to the Rotterdam area [The Netherlands]
9. Multilingual: fluent in English; other languages, particularly Dutch, German and/or French, would be beneficial.

We offer

We offer a temporary contract (with possibility of a permanent contract) and good working conditions in a highly professional and dynamic organization.

Are you interested?

Please apply by sending your CV and cover letter by email to:

Mr Christopher Lee,
Technical Director
info@magicboiler.com

The Magic Boiler Company
Zeemansstraat 11, Rotterdam
The Netherlands
www.magicboiler.com