

# Customer Service Operator

## Company

**Yamabiko Europe** is a Belgian company and is a member of **Yamabiko**. Based in Japan, Yamabiko is a **global company** with major markets in **Japan** and the **Americas** and a growing business presence in **Europe, Asia**, and other countries. Yamabiko manufactures and sells Outdoor Power Equipment, Agricultural machinery and Industrial machinery. Yamabiko is listed on the Tokyo Stock Exchange. More information can be found at [www.yamabiko-corp.co.jp/english/](http://www.yamabiko-corp.co.jp/english/).

Yamabiko Europe (YE) has two business activities:

- **Robotic mowers and golf ball pickers:** YE is the **world leader** in commercial-scale automatic lawn mowers for large areas: we **design, manufacture** and **sell** robot mowers for turf areas up to 20,000 m<sup>2</sup> and automatic ball pickers that collect golf balls on practices.

Belrobotics and ECHO Robotics robots are currently used to maintain sports facilities (soccer, football, baseball, rugby, golf courses, horse race- tracks), private gardens, and large commercial and industrial open spaces. More information can be found at [www.belrobotics.com](http://www.belrobotics.com) and [www.echorobotics.com](http://www.echorobotics.com). As a full-fledged Yamabiko Group company, we are intensifying our reach in Europe, and starting distributing our products and applications in North America, Japan and selected countries in the rest of the world.

- **Outdoor Power Equipment (OPE):** YE is the full-pledged distributor of ECHO and SHINDAIWA products across Europe, Africa and Middle East, taking responsibility for sales and profits. OPE products include chain saws for limbing, felling, and pruning trees: trimmers and brushcutters for grass cutting, mowing and clearing, and power blowers for blowing, collecting, and shredding leaves and debris.

## Position

In order to improve the after- market service to its European customers of the Robotics Department, YE is looking for a **Customer Service Operator**.

## Role

You will report to the Head of After Sales section.

Your main tasks will be :

- To receive calls, emails, requests from customers asking technical support for preparation of new installations, for solving problems encountered at installation time, for diagnosing and solving troubleshooting issues, and in general for any matter related to the installation, commissioning, maintenance or repair of robots.
- Visit on site, installation and setup on field.
- To collect required information about the robot, application, context and description of the encountered problem.

- To log this request for support in YE's ticketing/CRM system, and to dispatch the customer request to the appropriate person in the after sales, engineering, sales administration or sales section.
- To follow up the processing of the service request until its full resolution
- To draw weekly dashboards summarizing the activity of the elapsed week, with appropriate indicators.
- In quiet periods with fewer or no service calls, you will manage updates, translations and broadcast of technical bulletins, technical documentation and of the knowledge base.

### **Required Diploma/Education**

You have a bachelor's degree in technical sciences, such as Electro-Mechanics, Robotics or IT, and you have a good understanding of technical equipment.

### **Geographical scope**

You will work at YE, which is located in Wavre, 25 km south east of Brussels in a truly international environment. This position might require occasional travel.

### **Profile**

- You are service minded and operate in a structured and disciplined way.
- You are stress – resistant.
- You have excellent oral and written communication skills in English and Dutch. Practice of French is strong asset.
- You are able to organise your own work processes and to lead the implementation of related processes with the other sections.

### **Our Offer**

- An open and nice working atmosphere with colleagues working at a high level of expertise, striving altogether to achieve ambitious objectives.
- A permanent employment contract with a competitive salary package and fringe benefits.
- Career evolution in Yamabiko Group, which offers opportunities and challenges in fast growing robotic markets.

### **Practical information**

If you are interested in this challenging job opportunity, we ask you to send your application (CV and cover letter) to [recruitment@yamabiko.eu](mailto:recruitment@yamabiko.eu).