

Job opening at Melchers

The Melchers China organization is a member of the globally operating Melchers Group. Establishing its first Asian branch in 1866 in Hong Kong, Melchers is engaged in doing business with China ever since. Employing over 400 people in Greater China, China is the largest single market for the Melchers Group today.

It is our mission to create long-term value through customer-centric and customized approaches. Rooted in our entrepreneurial mindset and openness, we seize market opportunities without industry boundaries or predefined constraints. This has led to the development of a wide range of sectors in which we now have a strong presence – ranging from machinery and industrial products through software to sales of luxury goods. Being able to leverage our competencies gained from collaborating with numerous national and international businesses in China, we are able to provide a comprehensive range of service solutions across all functional areas and the entire value chain to make our brand partners' China business a success. Our core competencies are sales, marketing and distribution (as the agent of the manufacturer/brand owner), after sales services and training, retail, sourcing and quality control, corporate and platform services.

We are looking in Shanghai for an experienced

Service Engineer

Responsibilities

- After-sales service of the equipment represented by the company, including equipment installation, commissioning, maintenance, troubleshooting and repairing etc.
- Provide training to customers for how to use the equipment
- Coordinate and solve customer's problems which are met in the process of using the equipment in time
- Collect customers' opinions and make timely data statistics and information feedback on equipment quality

Requirements:

- Bachelor degree or above
- Major in mechanical and electrical, famous university is preferred.
- Fluent in English, both in written and oral
- At least 3 years' related working experience, Haake/ Thermo fisher after-sales service experience is preferred
- In good health, have good team work and communication skills, be able to travel frequently

岗位职责:

- 独立完成公司所代理设备的售后服务工作，包括设备的安装、调试、维护保养、故障排除及维修等等
- 对客户进行设备使用的培训
- 及时协调并解决客户在设备使用过程中出现的问题
- 收集客户意见，及时做好设备质量方面的数据统计和信息反馈

要求:

- 学历：本科及以上
- 专业：机电一体化及相关专业
- 英语流利,书面以及口语都要流利
- 三年以上相关行业工作经验，有 Haake/ Thermo fisher 售后服务经验者优先
- 身体健康，有良好的团队协作及沟通能力,能适应频繁出差

Working at Melchers

We give major importance to mutual respect and tolerance in any relationship regardless of the person or position. Our flat hierarchies allow for quick feedback and access to management. Our low staff turnover reflects our reliability and stability as an employer. To drive success, we work with annual objectives for each staff member and operate in an environment of providing feedback and seeking continuous improvement from all teams and employees.

Applicants are requested to send their motivation letter, CV, and expected annual salary to Grace Wang at gracewang@bj.melchers.com.cn