

At Bellapart we are experts in the design and construction of bespoke steel and glass structures, façades and complex building envelopes made from glass, steel, aluminium and other high-tech materials. For many years, Bellapart has invested in equipment, technology and R+D in order to develop and deliver groundbreaking projects, providing the highest level of quality and performance to our clients.

The company was established in 1939 and are family owned in the 3rd generation. Bellapart's HQ are located in Catalonia and over the past years subsidiaries in other markets including UK, USA and France were established.

Servicing Engineer

JOB SUMMARY AND MISSION

To manage, understand and implement all the servicing projects and to coordinate all the actions necessary to ensure the timely after-sales service in accordance with the company quality standards.

MAIN RESPONSIBILITIES

- To Manage Technically, Financially and programmatically the after-sales customer requirements, complaints or non-conformities.
- To control and ascertain that all the servicing interventions are completed in accordance with the agreed specification.
- To ensure customer satisfaction and to guarantee good communication and alignment with all the project stakeholders.
- To manage the after-sales servicing portfolio.
- To provide sufficient information to ensure a high and consistent quality during manufacture and installation.
- Ensure that the final documentation of the project is completed in terms of guarantees, instructions.

KEY QUALIFICATIONS AND SKILLS

- University degree in Mechanical Engineering, Civil Engineering, or any other relevant Engineering. Alternatively, possess a Technical Architectural degree.
- Experience in production plants and machine shops.
- Knowledge of European standard, building regulations and design guides.
- Well-developed communication skills.
- Excellent interpersonal skills to develop and maintain effective relationships with clients, third-parties and project teams.
- Proven experience in design and use of Autocad 2D and 3D Solidworks.
- Proven ability and advanced knowledge of Microsoft Office including MS Word, MS Excel, MS Outlook and MS Project.
- Willing to travel frequently (approx. 40-60% of working time).
- High English level.