

SJABLOON – Werken via KdG –

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Sollicitaties dienen verstuurd te worden naar de contactgegevens uit de vacature.

Functietitel: After Sales Representative (French & Spanish)

Bedrijfsnaam: BRP Europe NV

Uiterste sollicitatiedatum: 31/01/2019

Categorie:

Juiste categorie aankruisen*

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AFTER SALES REPRESENTATIVE (FRENCH/SPANISH)

LIFE AT BRP

At BRP, we have a visceral connection to our consumers, one created from a shared passion for the Ultimate Ride. Our teams have a unique ability to develop market-shaping products and services that move people physically and emotionally.

Distributed throughout more than 100 countries, our product line-up includes Ski-Doo and Lynx snowmobiles, Sea-doo watercraft, side-by-side all terrain vehicles, Can-Am Spyder roadsters, Evinrude marine propulsion systems, marine propulsion systems and motors for Rotax karts, motorcycles, and small planes, as well as a full line-up of parts, accessories, and clothing.

Our 10'000 employees make up a big family of diverse cultures who all share a common value: innovation. Our people are passionate and qualified; by joining BRP, you will evolve at the heart of an experienced team that will welcome you with open arms.

www.brp.com

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WHY JOIN THE TEAM?

1. Be a part of a fast paced and challenging environment.
2. Work with a team of dedicated and passionate people.
3. Join the company which offers an outstanding environment that gives play to your drive for innovation and self-initiative every day.

YOUR KEY RESPONSIBILITIES

The service representative will be the After Sales front line support link for the dealers and distributors within the assigned region (EMEA). As part of a motivated multicultural regional after sales team, the representative will support all technical and product related issues and inquiries for Evinrude outboard engines, but also occasionally for the other selected BRP products. He will also provide support for all after sales related subjects or tasks. The position will include:

- On-going interaction with dealers, distributors and customers relating to After Sales matters
- On-going interaction with internal BRP departments and Global Support Hubs
- Deliver theoretical and practical training to dealership technicians
- Periodic local and regional travel (possibly international travel)

All Key Results Areas (KRA's) will be performed in ways that benefit all the company's key stakeholders consistent with and supportive of BRP's vision, mission and values. This includes the delivery of the service experience within policy guidelines and service level targets. The 3 main KRA's will be:

KRA #1: Technical Product Support: Provide technical product, parts and accessories support and training to our dealer/distributor network.

KRA #2: Warranty Support: Maintain and strengthen alignment with after sales policies and procedures according to company values.

KRA #3: Consumer focus: Provide support for consumer product issues in ways that strengthen our network and brand image to sustain a high level of success.

YOUR QUALIFICATIONS AND SKILLS

- Technician or Engineering degree or equivalent trade qualification
- Computer skilled with Web applications and Microsoft Office applications
- Excellent communication and customer focus skills
- French and Spanish are mandatory, Dutch or any other European language is a plus
- Irreproachable work ethic
- Relevant marine experience is plus

This position is based in Ghent, Belgium, however other BRP After Sales sites may be alternative office locations (Sweden or Germany).

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