

HD Hyundai Construction Equipment – Administrative Customer Support Coordinator - Parts & Technical Services

At the moment we are looking for a motivated high potential to join our **Customer Support Team** as an **Administrative Customer Support Coordinator – Parts & Technical Services**.

This role is ideal for someone who thrives at the intersection of technical understanding and customer interaction. The ideal candidate will have a solid foundation in reading **Parts catalogues**, **technical drawings**, and **Equipment documentation**, with a proactive, solutions-oriented approach to customer support.

What can you expect from this challenging job?

- o Serve as the first point of contact for our dealers regarding Parts inquiries, parts availability, and general Parts technical support.
- o Ability to interpret and utilize construction equipment **parts catalogues** and **technical drawings to accurately identify components and machine assemblies**, and using this to provide accurate information and solutions to our dealers.
- o Coordinate and process dealer requests including quotes, parts identification, parts pricing & lead time information, order tracking, and warranty inquiries.
- o Provide dealers with order status updates, alternative part recommendations, and documentation.
- o Regular tracking the orders from our dealers which also includes mapping and tracking of the existing back orders and co-ordinating with procurement together to give immediate solutions wherever possible to our dealers.
- o Maintain accurate dealer records and history using CRM and ERP systems.
- o Collaborate with the UPTIME centre, field service technicians and other relevant departments to ensure prompt and precise resolution of customer concerns.
- o Generate regular reports on **service activity, dealer issues, and resolution lead time metrics**.
- o Follow up with dealers to ensure satisfaction and continuously improve the quality of support.
- o Prepare and distribute internal documentation or dealer bulletins where applicable.
- o Support warranty processes and documentation where relevant to service cases.
- o Support and give Administrative Dealer Portal training.
- o Responsible for general Administrative Tasks within the department and assisting different teams within the department when needed.

Are you the new colleague we are looking for?

- o Diploma or Bachelor Degree in Engineering, Administration, Technology, or related field.
- o 2+ years of experience in customer support, service admin, or coordination roles in construction or heavy equipment industry manufacturers, dealers, or OEM-authorized service networks is a plus.
- o Excellent command of English is a must, other European languages (French, German, Italian) are a plus.
- o You have excellent MS Office skills, Word, Excel is a must.

- o Knowledge of SAP is a plus.
- o You are able to manage multiple projects simultaneously.
- o You have a hands-on mentality and an interest in machinery/parts.
- o You are flexible, motivated and a team player.

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