HYUNDAI

HD Construction Equipment Hyundai Europe NV – Regional Service Engineer CE UK/Ireland

Do you share our ambition to be the best?

We are currently looking for a highly motivated individual to join our Construction Equipment Department as a **Regional Service Engineer for UK/Ireland & Nordics.**

The Regional Service Engineer will be the first point of contact for all technical issues in the decided region providing technical expertise and support to dealers. This role will involve frequent communication with dealers via email, telephone, helpdesk, and regular on-site visits. The ideal candidate will have strong technical knowledge of construction equipment and possess the ability to build positive relationships with dealers, as well as liaise with internal departments to resolve any issues related to parts, logistics, or sales.

What can you expect from this challenging job?

- **Technical Support**:

Act as the first point of contact for all technical issues within the assigned region (countries), offering prompt and accurate support to dealers. Handle all communications through email, telephone, helpdesk, and on-site visits.

- **Dealer Visits**:

Conduct regular visits to dealers and customers within the region to provide technical assistance, assess service operations, and offer hands-on guidance for troubleshooting and repairs.

- **Warranty Management**:

Manage and process warranty claims from the area, ensuring claims are handled efficiently and in line with company policies. Provide feedback to the corporate team on recurring warranty issues.

- **Dealer Development**:

Support definition of dealer KPI's related to Product Support. Train and support dealers in improving the quality of their service operations. Follow-up and support dealers in achieving their KPI's.

- **Cross-Department Coordination**:

Serve as a liaison between various departments including parts, logistics, and sales to resolve issues related to service, product performance, and customer satisfaction. Communicate with Hyundai Construction Equipment Europe, local suppliers, and team leaders to ensure streamlined operations.

- **Training & Development**:

Follow company training programs to stay up to date with the latest product developments and service techniques.

- **Communication & Relationship Management:**

Foster strong relationships with dealers and customers to ensure service excellence and customer satisfaction. Act as a trusted advisor and maintain ongoing communication to support dealers in delivering high-quality after-sales service.

- **Field Testing & Feedback:**

Collect data from the field on equipment performance and report findings to the engineering and product development teams. Provide feedback to improve product design and serviceability.

- **Documentation & Reporting:**

Maintain detailed records of dealer communications, visits, technical support cases, and warranty claims. Provide regular updates to the Service Manager on dealer performance and key metrics.

Are you the new colleague we are looking for?

- Bachelor’s or Master's degree in Mechanical Engineering, Electrical Engineering, or a related field preferred. Equivalent experience in construction equipment or heavy machinery will be considered.
- 5+ years of experience as a service engineer or technical support professional, ideally within the construction equipment, heavy machinery, or related industries.
- Fluent in English.
- Strong understanding of mechanical, hydraulic, and electrical systems used in construction equipment. Expertise in diagnostics, troubleshooting, and repair procedures.
- Excellent verbal and written communication skills for communicating technical information clearly via email, telephone, and in person. Ability to train and advise dealer technicians effectively.
- Willingness to travel extensively within the assigned region, conducting up to 20 dealer/customer visits per year. Must possess a valid driver’s license.
- Strong analytical and decision-making skills with the ability to diagnose and resolve technical problems efficiently.
- Ability to build positive relationships with dealers and customers, with a strong commitment to delivering excellent customer service.

https://www.hyundai-ce.eu/en