

DISPATCHER IN THE SERVICE AREA (M/F/X)



ARTS

Behind technical services and innovative ideas there are always people with vision. People who, with their knowledge and drive make technical success possible in the first place – people like you. As experts in HR services, ARTS assists high-tech companies worldwide within the scope of their personnel placement, deploying the best minds to create more effective and efficient processes.

As a **Service Dispatcher**, help our customer in **Hamburg** to achieve more efficient and sustainable business processes. In your future job you will work as an expert in the field of first-level support and in the handling of customer orders.

Task description

- Scheduling the deployment of your own service technicians and regional service providers
- Acceptance of fault reports and initiation of countermeasures
- Coordination and control of maintenance, repair and conversion orders
- Preparation of accounting documents and factual examination of incoming invoices from service providers
- First-level support for the region and creation of service offers
- Complete processing of customer orders and returns
- Implementation of customer communication and handling of complaints

Requirements

- Completed commercial training or comparable qualification
- Several years of professional experience in a comparable position
- A good command of MS Office and SAP R/3 is desirable
- Good technical understanding
- Team player with a friendly and service-oriented appearance

Our Services

- Exciting projects in an innovative environment
- Above-average and performance-related pay
- Over-tariff surcharges and allowances
- Open and friendly working atmosphere

Hamburg | 3706

YOUR CONTACT

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