

# TECHNICAL CUSTOMER SUPPORT SPECIALIST SWEDEN

## Company details

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Brunswick Marine is an affiliated company of Brunswick Corporation, one of America's longest established businesses. Brunswick Corporation endeavours to install "Genuine Ingenuity" in all of its leading consumer brands. With the EMEA headquarters in Petit-Rechain, Belgium, Brunswick Marine has regional sales offices or independent distributors in every main boating market throughout Europe, CIS, Africa and the Middle-East.

Mercury Marine is a \$2.44 billion division of Brunswick Corporation. With a network of 6,000 dealers, it is the world's leading manufacturer of recreational marine propulsion engines. It provides engines, boats, services and parts to recreational, commercial and government users. Mercury's industry-leading brand portfolio includes Mercury and Mariner outboard engines; MerCruiser sterndrive and inboard packages; Mercury Diesel Engines, Mercury SeaPro and Racing, MotorGuide trolling motors; Mercury inflatable boats; and SmartCraft electronics.

For more information, see [www.Brunswick.com](http://www.Brunswick.com)

## Function

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The Technical Customer Support Specialist is responsible for providing proper post-sales and warranty support to the dealer network and accounts, including technical product training, troubleshooting, problem resolution and maintenance with respect to the Brunswick products.

- **Technical support for Dealers and Dealer Accounts**
  - ◊ Implementation of existing service programs designed to achieve proper service of the products (Outboards, Mercruiser, Quicksilver Inflatable's, Quicksilver P&A, Valiant ...) sold by Brunswick.
  - ◊ Build relationships with dealers (technicians and service managers) that will allow Brunswick to set new service standards, policies.
  - ◊ Support dealers on complex technical problems.
  - ◊ Conduct training on the product during dealer/distributor interventions. Report quality issues to the quality coordinator.
  - ◊ Be able to diagnose and analyze product and service-related problems encountered by dealers' service technicians and retail customers.
  - ◊ Support to OEM Dealers as defined by Dealer Status.
- **Warranty claim support**
  - ◊ Warranty control and analysis in the area of responsibility in order to identify training needs and/or possible product improvements.
  - ◊ Support the responsible area with pre-authorizations.
- **Technical training**
  - ◊ Use the field experience to develop, support and conduct technical training. Conduct on the product training sessions during intervention to improve dealer technical knowledge.
- **Planning and communication**
  - ◊ Communicate planning and visit reports on a weekly basis. Manage the timelines and be able to communicate regular updates to the timeline.
- **Dealer development**
  - ◊ Conduct reviews and write reports and make development plans together with dealers to further develop the dealer service department in accordance with the Brunswick dealer development plan.
- **Improvement projects**
  - ◊ Can be invited to join project teams that will result in setting new service standards towards the leisure marine market.
- **Translations**
  - ◊ Translate technical documents when needed and support the marketing department in translating of technical specifications of the consumer and/or dealer materials. Translate and distribute service bulletins.
- **Boat shows and tests**
  - ◊ Build stands and participate at boat shows and selected dealer events.
  - ◊ Support the marketing department at tests for journalists.

To operate in line with company policies and procedures, especially relating to the quality management system, the company ethical program and the company's health, safety and environmental policies.

The responsibilities above are not an exhaustive list of job requirements, and the role holder will be required to perform tasks that commensurate with the role and maybe deemed reasonable by the Company.

## Profile

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- Spoken and written Swedish and English are mandatory. Other languages are an asset.
- Interest in engines & boating industry.
- Excellent mechanical and technical knowledge with proven experience & qualifications.
- Good knowledge of company's products.
- High sense for ethics
- Self-starting, self-motivating, self-learning work approach
- Good interpersonal skills
- Mature, self-assured and dynamic personality
- Availability for business travel
- Good Customer and Dealer Communication skills with the ability to explain technical scenarios as required.
- Good computer skills in MS Office.
- High level of precision in performing work.

Fluent Swedish & English

## Offer

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- A competitive salary package in line with your experience & expertise.
- Extra-legal benefits such as group insurances incl. pension and life insurance.
- The opportunity to work within a fast growing international company leading in its sector.
- The possibility to fully develop your talents and to grow within your function.
- An easily accessible and friendly work place.
- Work-life balance: flexible work schedule.
- Company Car and Fuel Card.