

Service Contract Engineer - Port Elizabeth, South Africa

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Company: Vestas

Location: İstanbul

Category: other-general

Contract Management department is a part of our Service Unit and is responsible for servicing all aftermarket customers with spare parts and services of the wind turbines as well as handling the service contracts in place. The service business is a key growth area of Vestas and has exciting targets to be achieved.

Responsibilities:

- * Develop and maintain relationships with existing customers; leverages relationship to ensure renewals of Service contracts
- * Define common strategy in customer relationship management (together with Area Supervisor)
- * Develop new business opportunities (value added services) and actively pursues recapture opportunities for lost accounts
- * Prepare Time & Material quotations and ensure backlog increase with this type of sale
- * Assist the commercial department in the negotiation of new Service Contracts, amendments and service quotations (from the beginning of the process)
- * Assist with answering contractual questions from Customers, Sales Department and Area Supervisors
- * Deal with technical open cases resolution process (Proactive communication, regular meetings, close collaboration with Product Support Dpt., etc.)
- * Control project Bonus and Penalties (incentive; variable price)
- * Prepare the Monthly Windfarms Reports for the customer and upload them to the customer portal
- * Invoice all customers and ensure updated billing plan in the ERP system

Qualifications:

- * Engineer or Business Administration graduate
- * Contract management
- * Language skills: English fluent
- * Electrical, Renewables, mechanical knowledge will be considered
- * Wind turbine, Energy or Aircraft industry experience will be considered

Competencies:

- * Team worker, Cooperative and Collaborative (very important)
- * Leadership
- * High degree of flexibility
- * Problem solving-oriented
- * Customer and business oriented
- * Contract management skills
- * Negotiation
- * Attention to detail
- * Willingness to learn

What We Offer

We offer an exciting job in a global, international environment. You'll be working in a fast growing team which is at the forefront of growth within the wind energy sector. We put the emphasis on developing both personal and professional skills. In return, we expect you to work efficiently to achieve results

DEIB Statement

At Vestas, we recognize the value of diversity, equity, and inclusion in driving innovation and success. We strongly encourage individuals from all backgrounds to apply, particularly those who may hesitate due to their identity or feel they do not meet every criterion. As our CEO states, Expertise and talent come in many forms, and a diverse workforce enhances our ability to think differently and solve the complex challenges of our industry. Your unique perspective is what will help us powering the solution for a sustainable, green energy future.

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