



# Customer Service Engineer

The Customer Service Engineer (CSE) is an important role that supports our customer towards the end of a project and helps the customer on an ongoing long-term basis. They will need to work independently and overcome project closeout challenges such as document collection, punch list items, commission troubleshooting, and coordinating financial closeout (invoices, payments, scope changes, etc.). The CSE needs to be a motivated self-starter and comfortable working in an environment with incomplete task lists and ambiguous needs. They also need to have a passion for customer service, and a "can-do" attitude.

## Accountabilities

- Customer relationship management
- All efforts related to successfully closing a project
- The creation, implementation, and management of a project closure report
- Ongoing customer support after the system has been commissioned

## Daily and Monthly Responsibilities

- Continuous management of customer expectations and satisfaction
- Review documents to understand the detailed objectives, designs, activities and progress on current and proposed activities
- Prepare and develop a strategic plan for project closure which includes all the functions to be performed to hand over Contract Material, Supplies, information, documents, and other materials and to complete or transfer all activities and processes
- Identify each ongoing activity in terms of its objectives, stakeholders involved, process flows, timelines, budgets, and resources
- Provide status updates with needed actions on on-going activities
- Clearly detail and organize open items with an ability to complete tasks that ensure success
- Communicate effectively with the customer and HaF personnel the plan to drive success
- Ability to take ownership of the task and drive completion

## Job Characteristics

- Fast-paced environment with a focus on managing multiple priorities
- Requires the ability to take initiative, lead conversations, and technically help solve problems
- Rapport and relationship building focused on managing relationships
- Innovative with creative problem solving

## **Skills and Qualifications**

- Ability to multitask and juggle several responsibilities simultaneously
- Strong written, verbal, and presentation skills
- Good attention to detail and organizational skills

## **Preferred Qualifications**

- Bachelor's degree in Engineering or related field
- Experience in machine or equipment manufacturing
- Experience in high visibility customer service