



**One of the world top-players in the field of communication, entertainment and automotive safety solutions is looking for an employee to complete the After-Sales Service department at the European headquarters in Melsele.**

The **Service Operations Administrator** is responsible for:

- Collect and analyze data from the service operation systems (AS400, CRM, BI and MS Office), present the statistical data, make suggestions to management to provide insight into the actual performance, ensure the service operations and determine future strategies and policies.
- Administrative follow-up of product modifications by the internal Service Department and charging these costs on to the correct departments.
- Monitor and coordinate the daily processing of service parts to ensure the daily operation of service parts in the most efficient way according to Pioneer standard.
- Diversity of tasks in order to support our accounting related operations; follow up invoice approvals related to service operations and modifications; budget follow-up.

**Job profile:**

- Excel and Access have no secrets for you. Experience with AS400, CRM. Knowledge of BI and VB is an asset;
- Customer service experience is a plus;
- You are interested in automotive electronics;
- You are customer-oriented and have good communication skills;
- You are a real team player, work accurately and efficiently;
- You have a good knowledge of English, both verbal and written. Knowledge of French is a plus;

**Interest:**

Send your resume and motivation to [anja.de.ridder@pioneer.eu](mailto:anja.de.ridder@pioneer.eu)