



Moteo – Mechanic - Technical Advisor After Sales

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Who are we?

Moteo Two Wheels Europe is an independent distributor of motorcycles and scooters with operations in several European countries.

Being a business unit of the Alcopa Group, we are very proud that the history of our group in fact started with two-wheelers. In the 30s, our founder started up both production and distribution of iconic two-wheelers such as BSA, Zundapp, Calthorp and other brands. A next milestone was reached in 1958, when we signed a cooperation agreement with Suzuki for the distribution of motorcycles, thereby becoming Suzuki's first European distributor. Historical!

Today, almost 90 years later, Moteo Two Wheels is the reference in Europe for motorized two-wheelers. Since 1980, we have expanded our scope to France, Switzerland, Portugal and the Netherlands, where we are still active today.

Because of the diversified brand portfolio, we cover just about all major motorcycle and scooter segments. Our approach is one of confidence and experience; trust between Moteo Two Wheels and the manufacturers that we represent and experience towards our end customer.

Purpose of the position?

The Technical Advisor sees to it that the dealers have sufficient technical knowhow of the products and is responsible for providing technical advice to our dealers. He supports the dealers network in any case of technical or warranty questions and executes the warranty administration between manufacturer and dealers. You report directly to the Manager After Sales in this role.

Main tasks and responsibilities?

- Support of dealers in case of technical and/or warranty issues and questions via telephone, mail or on site
- Provides technical and warranty training for the dealers in order to improve the technical product knowledge of our dealer network
- Reporting and follow up of technical issues
- Collaboration in projects in relation to technical issues and warranty
- Monitoring and processing of dealers' warranty and guarantee claims
- Processing goodwill and special cases
- Provide auditing data
- Processing campaigns/call backs and technical bulletins
- Developing standard processes that ensure the proper functioning of our ordering systems

What do we expect?

- You have a **mechanic education**;
- Experience in the after sales sector at an automotive or two wheel manufacturer, importer or dealer is a plus;
- You are a **good communicator**;
- You are honest and trustful;
- You have the necessary basic computer skills;
- Your mother tongue is German & you have a good knowledge of English;
- Willingness to **travel regularly within Germany** and to our HQ in Belgium (for technical trainings).

What's in it for you?

- On top of this varied, challenging and exciting position in a dynamic **international company**, we offer a competitive compensation and benefits package.
- You will find yourself in a dynamic organization where you can take **responsibilities** in an environment where people know each other and help each other as a **team** and **work-life-fun balance** is important!
- Our family owned values makes us think long-term.
- Moteo Two Wheels endorses the group's values which are "**entrepreneurship**", "**performance**" and "**respect**".

<https://www.moteogroup.com/>