



ii. COMPANY

CDM is a leading international company in noise and vibration isolation systems for building construction and industrial applications. CDM is active in engineering, production and implementation of resilient systems in more than 30 countries worldwide with 8 own foreign subsidiaries, 2 assembly workshops and 1 manufacturing plant, employs about 50 people, and is recognized to be the market leader in its field.

Key Account Engineer

ii. PURPOSE OF THE JOB

To support our worldwide activities, we are currently looking for a self-motivated Key Account Engineer to join our growing team and help us to support our global expansion. You will be responsible for providing technical, product and business knowledge towards assigned sales branches and distributors (= accounts) to support sales process and strengthen customer relationships. You will also be responsible for managing the delivery of the ordered projects within the agreed delivery time and budget.

In this position, you will work closely together with your accounts, the team of product managers to design and provide the most optimal CDM solutions and the production manager. A willingness to work in a team environment, following the standards we have in place is a must.

A “can-do”, customer-service attitude is crucial.

You will be reporting to the Operations Manager.

ii. MAIN DUTIES & RESPONSIBILITIES

The main responsibilities of the Key Account Engineer are:

Account Management

- Provide technical support to support pre-sales and post-sales processes of accounts
- Function as a frontline technical resource for “best practice” and informal accounts’ questions
- Address all account’s queries on time
- Analyze technical project specifications, formulate and design the optimal technical CDM solution, with assistance of the responsible product managers and draftsmen
- Provide accounts with technical and commercial offers for the CDM solution
- Liaise with accounts to identify new business and increase sales
- Liaise with accounts to identify needs in their respective markets
- Provide product managers with accounts’ feedback to help identify potential new features or products
- Maintain and develop a computerized database
- Keep track of sales performance metrics
- Identify solutions to reduce support costs



Project Management

- Ensure production is done conform final design and with the required quality by preparing a full production file
- Coordinate purchases with purchase officer
- Follow-up on purchases and production and coordinate with administrative and logistic responsible to ensure on-time delivery of the CDM solution within defined cost budget.
- Report on upcoming projects with the aim to plan production, stock and identify critical bottlenecks

PROFILE

- Master's degree in Industrial, Civil or Business Engineering
- 1+ years of technical account management or other relevant experience
- Solid technical background with hands on experience in building construction market.
- Knowledge of building acoustics and/or on-site experience is an asset.
- An ability to grasp accounts' needs and suggest timely solutions
- Excellent verbal and written communication skills
- Strong analytical and problem-solving skills
- Strong project management and time management skills
- Excellent English
- Other languages are an asset

OFFER

- An interesting position within a growing international company
- To be part of a young and dynamic team
- Attractive salary with benefits

INSPIRED?

Reach out to Mieke Raemaekers for more information!

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