

Aftersales Associate Engineer at SunCulture Kenya Ltd

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Company: JobWebKenya

Location: Kenya

Category: architecture-and-engineering

Job Description

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Since the sale of our first kit in , SunCulture has been on a mission to help smallholder farmers in Africa improve both crop yields and quality. We are driven to constantly innovate and improve our technology to make solar powered irrigation solutions truly affordable for the millions of farmers on the continent

About the role:

Reporting to the Manager – After-Sale Product Engineer, this role requires you to always ensure that all aftersale issues brought to your attention are resolved in a timely manner.

The role requires you to be at the forefront of ensuring SunCulture products serve the client at the optimum and in case of an aftersale ensure the best solutions are provided to the customer within the shortest time possible.

Key Responsibilities:

Ensure diagnosis and repair of all products and their accessories that have been assigned to you.

Evaluate all products assigned to confirm that they are within warranty and if not seek clarity from your manager on the next steps

Troubleshoot products both remotely and onsite to confirm if the product problem is a technical error or user error.

Identify solutions to resolve technical aftersale issues and escalate complex product issues

Complete quality assurance after repairs to ensure the product is % functional after repairs

Documenting all corrective actions taken for each aftersale issue reported and ensuring all repairs done are collected and transported back to the customer.

Ensure all the set standards operation procedures are adhered to for all product repairs

Ensure all products assigned for aftersale are uploaded on the ticketing system and resolution documented as well

Generate daily, weekly, and monthly aftersale reports as needed

Stand in for your manager as and when needed

Perform all aftersale product-related tasks assigned from time to time

Collaborate closely with all team members to resolve all technical issues

Provide training to customers and engineers as and when needed.

Manage and resolve all aftersale issues within TAT of 48 hrs from when product is received for repair

Be proactive in identifying all product risks based on the aftersale issues reported daily.

Operate at full capacity for timely resolution of after-sale issues and ask for help when needed to avoid delays and burnout

Communicate and mitigate any risk factors that are encountered with the team while at work

Does this sound like you?

2-3 years of experience in handling after-sale issues

Diploma/Degree in electrical or mechanical engineering, product design, business, or other relevant fields;

Able to fluently communicate in English; Swahili is a plus

Comfortable with ambiguity in a fast-evolving environment, and able to plan, be organized, and meet deadlines

Hands-on, detail-oriented with strong execution skills

Good communication skills and should ensure information communicated is clear and timely

Independent thinker able to thrive and make decisions in a fast-paced dynamic environment with little direction

Organized and an expert in time management and with minimal supervision

High integrity values with discretion in using budgetary allocation for the department

Proactive, collaborative, organized, and curious problem solver with a “can-do” attitude

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