



SONIC EQUIPMENT

Technical Service Specialist -Fulltime-

Are you our new Technical Service Specialist who ensures that our customers receive fast and good technical support worldwide?

OUR DNA

Sonic Equipment is the specialist in high-quality hand tools, filled toolboxes and premium storage solutions. Founded in 2004 and now a leading brand with sales in more than 65 countries worldwide. In addition to Automotive, Sonic is active in the Agriculture, Truck, Industry, Bicycles and Motorcycles sectors. Our goal is to provide the perfect solution for technical professionals, always with the right balance between design, quality and price. Inspiring technicians with confidence and enabling them to excel in their daily job with joy and satisfaction.

WHAT WILL BE YOUR PLAYFIELD AS OUR NEW TECHNICAL SERVICE SPECIALIST?

As a Technical Service Specialist, you will provide fast and effective technical support. For example, you will assess a returned, defective booster and advise our support team on repair or replacement. You enjoy finding out exactly what the problem is as much as solving it quickly for our customer.

Besides calibrating our torque wrenches, you will also perform checks on a batch of new torque wrenches by a supplier on the agreed quality and liaise with the procurement department in case of deviations. After all, you consider the high quality of our material just as important as our customers and want to make sure that our products meet this high quality standard in order to minimise future defects and warranty claims.

As our technical service specialist, you will answer technical questions from customers on a daily basis. If required, you will request additional information from customers and give them additional explanations on how to use our products. During the day, you will therefore work closely with our Sales, Support, Procurement and Warehouse teams in Purmerend as well as with the various colleagues at the Sonic branches in Germany, France and Austria.

Main responsibilities:

- Adjusting, calibrating and testing our torque wrenches;
- Performing spot checks on incoming products;

- Identifying improvements and recommendations for (new) products by performing tests and evaluations;
- Identifying and analysing warranty/repair/return requests;
- Performing repair work on damaged or defective products;
- Answering technical questions from customers via phone and e-mail;
- Assembling various MSS(+) storage systems at our customers' premises;
- Carefully separating various waste streams in accordance with applicable regulations and guidelines;
- Providing detailed explanations on the products.

WHAT DO YOU GET IN THE ROLE OF TECHNICAL SERVICE SPECIALIST?

- Attractive salary (max. € 3.200,- gross monthly);
- Continual learning and development opportunities in an international environment;
- A flat, laid-back culture: everybody is encouraged to participate in discussions and contribute;
- A high-trust environment. We believe in giving autonomy to all our employees.
- Working from our modern and easy accessible head office in Purmerend (25 min. drive from Amsterdam);
- Monthly pension contribution;
- High staff discount on Sonic products;
- "Work hard, play hard" mentality: table tennis, darts & football;
- Free lunch every Friday, fresh fruit, cooled drinks.

SONIC CORE VALUES

Sonic is more than a company. We are a brand with big ambitions and strive to create a belonging and inclusive culture. We are successful in achieving our goals by putting our core values at the heart of everything we do. These core values are **Friendly, open & communicative, Hands-on, Pro activity, Teamwork, Responsibility** and **Customer orientation**.

WHAT DO YOU NEED TO BECOME A TECHNICAL SERVICE SPECIALIST AT SONIC?

- You have a completed MBO+ education in electrical engineering, electronics or mechanical engineering
- You have at least 3 years' experience in a similar technical position in the field of electrical engineering/ electronics;
- You are fluent in Dutch and English in order to service our customers properly;
- You have good command of MS Office;
- Analytical, quality-oriented, communicatively strong and solution-oriented. That's you!

CONTACT

Are you interested? Apply now by sending your resume to hr@sonic-equipment.com. If you have any question regarding this vacancy, you can contact Saskia van Amersfoort via +31 (0)299 250 657.