**Technical Services Engineer**

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| 1. **Role Particulars:** | | |
| ***Role Title:***  Technical Services Engineer | ***Region/Segment/Team:*** Marine Lubricants  **Reports to:** Technical Services Manager | |
| **Location:** Greece /Athens |  | |
| **2. Purpose** **of role:** | | |
| The responsibility of the Technical Service Engineer is to plan, organise and deliver a differentiated level of technical service to both customers and target prospects consistent with the Marine technical offer.  The Technical Service Engineer will ensure a high level of customer satisfaction by establishing, developing and maintaining relationships external, with wider Gulf Oil Marine Group . | | |
| **3. Key Results/ Accountabilities expected from role** | | |
| * **UOA –**. Processing Used Oil Analysis (UOA) reports and respond to alerts as required, discussing recommendations directly with the customers / account manager. Ensuring the account manager is kept informed of relevant and critical lubricant issues. * **Lubrication Schedules** - Preparing and maintain up to date Lubricant Recommendations Schedules (LRS) for customers’ vessels/assets including liaison with Original Equipment Manufacturers (OEMs) in order to establish correct machinery lubrication. Make appropriate recommendations regarding the use of products in Shipping applications according to Marine Technical Databases. Ensure that all product and service offers are appropriate for the application including relevant OEM & Approvals. * Responding to customers’ (and sales/customer service) **technical queries** on product, application, operational conditions and ensure customer satisfaction. * Establishing, developing and maintaining **relationships with customers,** * To clearly demonstrate the differentiated value of the Gulf Oil Marine Technical Offer (products and services) to customers and target prospects. * Support Customer Service Team in their daily Customer Inquiries/Orders. * Support Sales Teams in developing clear understanding technical needs and potential differentiation for target prospects. * Capture all customer and target prospect requests to allow trending and also to escalate and track all requests requiring technical support from the Technical Manager. * Preparation and delivery of technical information, presentations, training sessions and reports for Customers or internal stakeholders | | |
| **5. Key challenges faced on the role** | | |
| * Awareness of roles and decision-making processes in customers. * Working in multinational and multicultural environment | | |
| **6. Any Other Relevant Information (Particular reference to planning (nature and impact), scope of impact (Sales & Customer Service Teams),** | |
| * Planning customer related activities with responsible Account Manager (AM) and other internal stake holders at customer level to deliver optimal performance | |
| **7. Experience & Expertise (mandatory & desired)** | |
| ***Educational background***   * Degree in Engineering, Marine Engineering.   ***Skills***   * Fluent in Business English * Proficient skills in MS Office, Word, Excel, PowerPoint, etc. | |
| **8. Country specific information** | |
| Support of customers in Greek Shipping Market. | |
| **Values and Behaviours:**   |  |  | | --- | --- | | **Values:** | **Behaviours:** | | Excellence | Learn and apply the best practices of Gulf, act with professionalism and strive for excellent execution | | Respect | Listen carefully and consider different perspectives | | Teamwork | Support those I work with and help to build the effectiveness of my team to achieve the best results | | Courage | Always aim to do the right thing based on Company’s rules, and standards, and respond to challenges with resilience and reason | | |
| **Approved by: (Approved only by Technical Manager)** | |
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