



**Vacancy:** Customer Support Engineer  
**Company:** Sempro Technologies BV  
**Location:** Nijmegen, The Netherlands  
**Industry:** Semiconductor/Machine building

### **About Sempro Technologies**

Sempro Technologies BV is a fast growing OEM equipment supplier that develops, supplies and services trim & form equipment for semiconductors. Sempro's equipment and solutions play an important role in the roadmap towards cost leadership at our customer assembly sites around the world. Within the Power Product-segment, Sempro is in the top three of world leaders. The Sempro Product Support, Service and Engineering teams are stationed in the Netherlands, Malaysia and China. The current organization consists of about 40FTE and we are planning to continuously grow to stay ahead in the market.

### **Why work as a Customer Support Engineer at Sempro?**

- Work for a great company with competitive solutions in the semicon-industry
- An opportunity to be responsible for the growth of Sempro
- You can make the difference for Sempro
- You can grow with the company

### **The Job**

As a customer support engineer at Sempro, you will be responsible for handling and coordinating customer inquiries in the area of technical problems, shipping, billing issues and complaints. The role requires cross-functional coordination between technical engineers, sales managers and external logistics parties.

### **Key responsibilities**

- Develop and maintain a professional and positive relationship with key customer contacts.
- Provide customers with prompt, early and accurate information regarding status of orders, supply, issues, and complaints.
- Drive activities to achieve benchmark levels of delivery performance by understanding customer demands, supply capabilities, and coordinating activities to meet customer demands, including regular production, new products, and end of life.
- Analyze service performance from logistics data, NPS, customer KPIs and other customer feedbacks. Define and implement continuous improvement actions.
- Resolve customer complaint, return and invoice query requirements by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the

best solution to solve the problem, expediting correction or settlement and following up to ensure resolution.

- Coordinate between internal teams and external parties in an efficient way.

### **Your qualifications**

You are in possession of a college/bachelor's degree or higher in technical education. You have 3+ years of experience in high-end customer service, supply chain & logistics or sales. You are fluent in English, have strong analytical skills and advanced Excel knowledge, as well as a good command of other MS office applications.

Moreover, you demonstrate high customer focus, proactivity, a drive for continuous improvement, strong communication abilities, problem solving-skills and knowledge of supply chain processes.

Starters or fresh graduates with industrial engineering-, electrical engineering-, logistics- or international business management-qualifications (or similar backgrounds) are also considered

### **What we offer**

- Salary in line with market conditions
- 20 + 5 vacation days
- 8% holiday pay
- Sempro pension scheme
- Bonus scheme.
- Travel allowance
- Flexible working hours
- The work is varied
- Partly working from home possible
- Budget for training

### **Information**

Please contact Dick Brons for more information and/or your application through mail [dwb@bronsconsulting.nl](mailto:dwb@bronsconsulting.nl) or phone 0031 (0)6 348 19 201.