



Camera di Commercio Italiana in Cina

中国意大利商会

China-Italy Chamber of Commerce

China-Italy Chamber of Commerce
Career Day 2020

Job Description

Position: **After Sales Engineer**

Job Description (100 words):

- Collect customer claims about mass production products, including both CHS and head-quarter parts, even without return of parts to CHS;
- Support the Customer Service or Sales to issue RGA for returned goods;
- Perform analysis with quality tools and do tests on the product returned to CHS, find out the cause;
- Complete the technical report and get approval according to procedures. If necessary, instantly visit the customer or end-user and check the problem onsite; - Collaborate with Sales and Technical to provide solution to customer through various ways. Forward the nonconformity information to headquarter (Italy products) or internal production/process/quality divisions (CHS products) and work out corrective/preventive actions with team;
- If the returned products are made in headquarter, share the analysis report with headquarter for review and approval; - Keep customers and Sales updated about the RGA status, and send the approved analysis report to customer; - • Provide feedback to responsible person for customer complaint about RGA management.

Job location: **Shanghai**

Type of job (full-time, part-time, internship): **Full-time**

Required experience: **Minimum 5 years' working experience in mechanical industries**

Starting date: **Now**

Salary (if indicated):

Candidates' requirements (100 words)

- Bachelor or above degree major in Mechanical Engineering;
- Fluent in spoken, written, reading English;
- Be familiar with MS Office;
- Be available to frequently travel both in China and abroad;
- Highly self-motivated in learning and problem solving;
- Be humble and confident;
- Good manual operation ability and communication skill;
- Strong coordination among different sides (customers, internal departments, foreign col-leagues).



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Company Information

Company Name: **Casappa Hydraulics (Shanghai) Co., Ltd.**

Company Description (100 words):

Established in Italian Parma 1952, Casappa is a world-renowned professional hydraulic manufacturer and the third Gear pump manufacturer in the world. Constant evolution and passion for hydraulics! This has been the key to turning the Casappa of 1952, a manufacturer of hydraulic pumps into today's business enterprise.