



The **Gates Corporation** is a multinational with headquarters in Denver (USA). The organization is the world's leading manufacturer of power transmission belt drive parts and a premier global manufacturer of fluid power products for the industrial, hydraulic, agricultural and automotive markets. We are part of the Blackstone group. In Europe we work with 2500 colleagues. In Belgium there are two sites: the European headquarters in Erembodegem and the Distribution Center with 2 locations in Ghent (Desteldonk).

In Ghent 175 people ensure an excellent service to our customers on a daily basis. To secure and strengthen the level of excellence within the Automotive Replacement Aftermarket, Gates is looking for a colleague for the role of:

CLAIM HANDLING SPECIALIST (m/f)

As a part of the "Claim Handling Automotive Replacement Aftersales" department located in our largest European Distribution Center located in Ghent (Belgium) and together with your colleagues you will handle Automotive Replacement customer claims related to the quality and/or technical issues of our products and provide first class service to our customers.

Role

- Your analytical and technical skills allow you to do the initial verification of the claim and process the claim analysis in a standardized way. It includes a technical verification and analysis of the products.
- You will document all claims received by collecting technical data and specifications and based on your expertise, skills and knowledge a decision on accepting or rejecting of the claim is taken;
- You ensure complete and correct information towards the customer, and internally towards the commercial and purchasing team;
- You are the key resource for responding to inquiries from customer and the field sales force on technical and quality claims to all Gates EU Automotive Aftermarket products.
- You improve the Quality of our products by gaining knowledge and by executing a root cause analysis of the problems, analyze them and involve (internal & external) suppliers to take the necessary preventive actions.

Profile

- You have a bachelor degree in **automotive engineering**, or you have adequate technical experience and knowledge;
- You have very **good knowledge about engines** and other Gates product applications;
- You have a demonstrated ability to investigate **quality and technical problems**, and are able to make clear reports.
- You are pro-active and you are a problem-solver;
- You enjoy working as a team member in a multinational and cross-functional environment.
- You have strong spoken and written communication skills. **English** is your working language, but you also have good written knowledge of the **German language**. Good knowledge of the Dutch language is an asset.

Interested?

Please send your resume to Geert Haelman (geert.haelman@gates.com). The application procedure consists of interviews and an assessment.

