



We inspire our customers worldwide with our innovative products and services and create added value for people and environment. As a traditional medium-sized group of companies with over 300 colleagues at 6 locations in Germany and abroad, we are pushing our international growth and our transformation into a modern, value-oriented and people-oriented company with a flat hierarchy and culture of trust and short decision-making processes.

We are looking for the next possible starting date for a

SERVICE ENGINEER (M/F/D) – sera Dosing Technology

ABOUT US

sera Technology UK is a trusted leader in pumps, dosing systems, and related accessories, offering innovative and reliable solutions to a variety of industries. We are committed to providing exceptional service and support to our customers and are looking for a skilled and motivated Service Engineer to join our team.

POSITION OVERVIEW

As a Service Engineer, you will play a key role in maintaining, servicing, and repairing pumps and associated accessories. While experience with dosing systems is an advantage, it is not essential. We're seeking candidates with technical expertise in maintenance and repair, coupled with excellent customer service skills. Additionally, the ideal candidate will possess sales aptitude and take an active role in promoting and offering service contracts to customers.

KEY RESPONSIBILITIES

- Perform on-site servicing, maintenance, and repair of pumps and related accessories.
- Troubleshoot technical issues and provide effective solutions to ensure customer satisfaction.
- Conduct routine inspections and preventative maintenance to minimize customer downtime.
- Represent **sera** professionally in all customer interactions, delivering a positive experience.
- Proactively contact customers to discuss and offer service contracts and maintenance plans.
- Accurately document work performed, including service reports and recommendations.
- Collaborate with internal teams to ensure smooth service operations and customer support.

KEY QUALIFICATIONS AND EXPERIENCE

- Experience in a service or maintenance role, preferably within technical or mechanical systems (experience in the pump or dosing industry is a plus).
- Strong technical skills with the ability to diagnose and repair mechanical and electronic systems.
- Excellent communication and interpersonal skills to build strong customer relationships.
- A professional demeanor with the ability to represent **sera** effectively in customer-facing situations.
- Proactive, self-motivated, and able to take initiative in addressing customer needs.
- Sales aptitude, with an interest in promoting service offerings to customers.
- Strong attention to detail and ability to maintain accurate records.
- Full UK driving license and willingness to travel to customer sites as needed.



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WHAT WE OFFER

- A challenging and rewarding role in a globally recognized company.
- Opportunities for career growth and professional development.
- A supportive team environment that values your contributions.
- Competitive salary and benefits package.

If you are a technically skilled professional with a customer-focused approach and an interest in sales, we'd love to hear from you. Join **sera Technology UK** and contribute to our commitment to excellence in technology and customer service.

HOW TO APPLY

Please send your CV and a brief cover letter highlighting your suitability for the role to:

r.botha@sera-web.com

Please also include the job title in the subject line.

We look forward to welcoming you to the **sera** family!

www.sera-web.com

 **sera**
EXCELLENCE IN FLUID TECHNOLOGY