

ICTS Group – Field Service Officer

Job description:

As a Field Service Officer at ICTS, you are responsible for the daily coordination of a team of approximately 14 field service mechanics across several locations. From Zeebrugge, you ensure that jobs are properly scheduled, followed up and administratively completed.

You are the central link between the customer and the mechanics, making sure everyone knows what needs to be done, where and when.

Your tasks:

- Process service requests, schedule mechanics and follow up jobs from request to completion.
- Coordinate the field service team on a daily basis and manage planning, priorities, availability, leave and absences.
- Act as the central customer contact for planning, progress updates, delays, additional findings and completed work.
- Closely follow activities in Zeebrugge, Ghent and Rotterdam; Gdynia, Antwerp and Uithoorn operate largely independently.
- Check time registrations and ensure all required information is correctly available for invoicing.
- Monitor inspection, maintenance and service dates of the service vehicles and their availability within the planning.
- Help maintain existing customer relationships and further expand the customer base.

Your profile:

- Technical understanding and affinity with maintenance, repairs and field service.
- Strong planning and organisational skills, with the ability to oversee multiple jobs at the same time.
- Clear and professional communication with customers and mechanics.
- Responsible, accurate and administratively strong.
- Stress-resistant and able to react quickly to urgent requests.
- Comfortable working with Excel, email and WhatsApp.

Our offer:

- A competitive salary package based on your skills and experience, complemented by fringe benefits.
- A responsible and varied role within ICTS' Field Service organisation.
- A combination of planning, customer contact, technical operations and team coordination.

- Daily contact with colleagues and customers across several European locations.
- Opportunities to further develop yourself through internal and external training.
- Short communication lines and room to take responsibility.

<http://www.icts-group.eu>