

# Technical Advisor

WORKPLACE: BRUSSELS

## About C9 International

C9 empowers businesses to create and continuously improve exceptional customer journeys by understanding the needs and expectations of their customers. We deliver results through **strategy development, personal and team coaching, expert integration.**

**We transform (y)our customers  
into fans!**

Are you triggered by this opportunity?  
Do you feel that you have something  
to contribute, even if not all  
requirements are fulfilled? Contact us  
today and send your application to:

[jobs@c9-group.com](mailto:jobs@c9-group.com)



[www.c9-group.com](http://www.c9-group.com)

## Technical Advisor

### C9 Customer: Renault Group (Renault, Dacia, Alpine,...)

### Workplace: Brussels

#### What do you need to do?

As Technical Advisor (CT) you will provide technical assistance to the network for the vehicles in our customer's portfolio. You will spend most of your time training and assisting the network to repair the brand's vehicles according to the recommended methods.

As Technical Advisor you have the following main missions:

- Providing diagnostic assistance to the network: remotely (Technical Centre - Centre Technique) or on the road (at the dealer)
- Resolving vehicle incidents within our business
- Analyzing the incidents reported by the network (FIC in ACTIS) to find a solution, but also to identify their causes so that we can improve our products and assist other internal departments in financial decision-making.
- Ensuring availability (via ACTIS) on the techline platform according to an established schedule.
- Monitoring the product evolution in order to stay at the required top technical level.
- Be trained in new products and new technologies by attending training courses organized both in France and at the Technical Centre.
- Keeping personal documentation up to date and adapting it to the evolution of subjects
- Attending meetings within the CSA department: Point Technique - Technical meeting

#### Our challenge today!

Renault Group (Benelux) has selected us to bring their Customer Service Department to the next level. We have accepted the challenge and therefore we are looking for some strong candidates today.

In addition to customer service consultants, we are also looking for an experienced technical skilled profile.

#### Who are we looking for?

### Customer-oriented advisor with an in-depth technical knowledge

#### Ideal personality:

- A great attitude that encourages a culture of continuous learning and information sharing
- High level of assertiveness, curiosity, flexibility, commercial and relational spirit is a must.
- Strong interest in the automotive industry

#### Intellectual level (education) & experience:

- High level of technical knowledge. Diploma or equivalent combination of training and proven experience is fine.
- Knowledge of the organisation and operating rules of the After-Sales Service and the Network

#### Knowledge, skills and abilities:

- Fluent in Dutch (Mother tongue), French and English (both written and verbal)
- Good computer knowledge
- In-depth technical knowledge, collaboration and organisational skills

#### What's in it for you?

- Attractive salary according to your experience
- Long term contract incl. extra-legal package
- Great working environment in an enthusiastic team

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