

## Client Technical Support Engineer Electrical Steels (M/F)

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Company: ArcelorMittal

Location: Spain

Category: other-general

ArcelorMittal is the number one supplier of steels to the global automotive sector. There are many key challenges and opportunities facing our automotive customers. One of these is the fast growing needs of electrical steels for the full electric vehicle motors.

ArcelorMittal is developing high-quality products, solutions and services to answer our automotive customers requirements almost anywhere in the world.

The Customer Technical Support Engineer (CTS) position will be part of CMO Automotive Packaging Electrical Steels. Join us if you have the ambition to be an actor of the transformation to a sustainable world.

Main responsibilities and activities:

**[REDACTED]** Int Manager, forms the core of the customer team that is in direct contact with our customers in the philosophy of “one face to the customer”. You will be responsible for all technical communication and developments for a specific set of customers. To accomplish this, you will be in contact with the quality teams in our Flat Europe mills, the Customer service teams, CTO, R&D, marketing, the commercial team and the sustainability (XCarb) team. You have regular (physical) contacts with the customer and can assist to their production in the context of new product trials or quality incidents. The CTS has to develop a high level relationship with customers in order develop a deep knowledge of the client’s process, products and technical needs.

Y our role will include activities such as:

**[REDACTED]**  
1 . *Assist, drive the increase of sales*

Provide information to the customers on our products specificities

Support the development of new products by approving new ones, trial follow-up

Prepare orders by analyzing specifications and supporting commercial department with the quotations' requests

Advise for product or process improvements at customer level

Ensure value creation through cost saving proposals

Organize trainings to quality, R&D and sales teams of our customers

Participate to the action plan progress and support the sales team

## *2. Technical advice to customers and our commercial departments*

Answer technical questions from customers related to our products and its feasibilities, performance, tolerances and guarantees

Answer technical questions related to inquiries or orders from customers

Support the customer using our material

Ensure the mills and commercial departments know of all technical needs of the customer

## *3. Quality management*

Treat the customers claims from collection of the problem to the implementation of the corrective action in close cooperation with the delivering facilities

Ensure good flow of information to the producing plants, via visits, customer meetings, quality action plan and audits

## **Skills & requirements**

Be autonomous, pro-active and customer-focused

Think value-oriented and solution-oriented

Have good and synthetic communication skills

Have a high interest in technical topics with an Engineering Master degree

3 to 5 years of experience in the field of electric motors, preferably in the automotive sector

Professional knowledge of English as well as fluent in German (for the position located in Stuttgart) or French (for the position located in Dunkerque/Mardyck), Italian (for the position located in Milan) or Spanish (for the position located in Madrid).

Mobility: regular visits of customers as well as plant visits. This might require overnight stays.

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