

Head of Service and Warranty

Ronautica Middle East LLC

To ensure a second-to-none level of boat service and maintenance, lead and coordinate the technical team at the shipyard facility. Responsible to organize and solve service, installation, after-sales and warranty claims, for (own and third party warranty claims on) boats sold by us.

Job Responsibilities include:

- Attending and administering technical questions and requests from our clients
- Ensuring correct and safe working practices and ensuring safety policy is maintained.
- Coordinating the jobs for Senior Mechanical Marine Technician and Senior Electrical Marine Technician.
- Installing and servicing of any marine systems within the scope of the shipyard.
- Coordinating and installing electronics packages from recommended dealerships on used and new boats.
- Defining, procuring and maintaining the tools used by the service and maintenance team.
- Defining, procuring and managing the resources and needs for specific yacht maintenance jobs.
- Coordinating with marina management to schedule the use of people.
- Organizing boat handover with clients.
- Administering warranty registration and claims.
- Attending specific training programs at the yards of the brands we represent.
- Ensuring all members of the team are sufficiently trained and work to the high standards expected and recommending additional individual training requirements.
- Other works related to the proper management of the companies interests in the shipyard.

Skills

- Proven track record in yacht or boat servicing
- Formal qualifications in Mechanical or Electrical engineering with vast experience in pleasure craft servicing and maintenance.
- Previous experience in the gulf region will be a distinct advantage
- Experience at one of the large boat manufacturers will be positively evaluated.
- Has Driving License
- Fluent in English

Education

Yacht Master or Equivalent (must be qualified and experienced to drive boats up to 15 meters)