

# Smart Water and Pressure Management Project Engineer

**VACANCY:** Project Engineer - Smart Water and Pressure Management

**LOCATION:** North UK region.

## **ABOUT US:**

AVK UK Limited is part of the AVK Group, who are market leaders in the design, manufacture and supply of valves, pipe fittings, hydrants and flow control equipment to the Water, Wastewater, Oil and Gas industries throughout the world.

We are currently recruiting for an experienced professional to join in this newly created role to apply your knowledge and expertise of the water industry.

## **ABOUT THE ROLE:**

In this role you will look to support sales and project delivery of Smart Water and Pressure Management product programme within UK. This will include product training of both customer and internal stakeholders, with site related activity to install, test, commission, investigate, problem solve and deliver solutions to meet customer needs.

This is a great opportunity for someone looking to join a market leading company to develop and grow your career whilst benefiting from the support and network of the group.

Key responsibilities include, but are not limited to:

- Active engagement with customers and internal stakeholders to ensure solutions are aligned to customer needs and appropriate for site locations.
- Contribute to the design of site-based solutions delivered to the customers desired outcome. To include the installation, testing, commission, and repair of smart products & control valves.
- Establish/maintain key relationships with customers, ensuring notifications regarding plans, progress, and any issues are delivered appropriately.
- Establish/maintain contacts with the sales teams, ensuring notifications regarding plans, progress, and any issues are delivered appropriately.
- Utilize onsite activity and customer engagement activity to upsell AVK products/solutions.
- Manage your customers to build relationships, by responding to queries within the SLA.
- Contribute towards product improvements and participate in new product development.
- Manage large scale installation projects of smart products.
- Write accurate and detailed technical reports following site visits.
- Engage with customers at the appropriate organisation levels to deliver product familiarisation and training both within a classroom and site environment.
- Ensure all activities are planned, managed, and delivered effectively and efficiently, within the agreed budgets and timelines.
- Liaise with suppliers (AVK & third party) and supply chain as required and ensure supplier deliverables are managed effectively.
- Efficiently plan your work at national locations always ensuring this is communicated at both customer and line manager level.
- High level customer service expectations, offering quick response to customer enquiries.
- Manage customer complaints in an efficient manner.



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## ABOUT YOU:

You will have a strong technical sales background and high-level customer service, and look to have:

- Experience working in the water industry in a similar role.
- Excellent customer service attitude.
- Technical ability to program smart devices.
- Knowledge of PRVs and pressure management.
- Knowledge of data loggers and/or leakage solutions.
- Capable of a hands-on approach and be able to assist customers with valve repairs.
- Desire to work in confined spaces and chambers.
- Excellent communication skills and personality to deliver high level product training.
- Proficiency in using Microsoft Office suite.
- Excellent organisation / time management skills.
- Experience and knowledge of lean systems and best practice.
- Flexibility to travel with overnight stays.
- Full driving licence.

## WHAT WE OFFER:

- A culture of shared values, goals, attitudes, and business growth.
- Employee Assistance Programme (Welfare and Wellbeing).
- Competitive salary.
- Company car.
- 33 days holiday (including statutory Public Holidays).
- Life Assurance plan (x3).
- Company pension plan.
- Discounts and cashback across many high-street and online retailers (Supermarkets, Entertainment, Fashion, Days Out, Technology, Home and Travel).
- A blend of training to help your career development.

## WORKING HOURS:

- 37.5 hours per week
  - Monday – Thursday 0815-1700
  - Friday 0830-1600

We know that our people make the difference in the AVK Group, and we are looking for skilled, passionate, and driven professionals to work with our inspirational leaders; to promote our culture, enable change and champion a lean environment.

**APPLY NOW** - Please send your up-to-date CV to [careers@avkuk.co.uk](mailto:careers@avkuk.co.uk)

