

Smart Industrial Connectivity: Electrification, automation, digitalization, electrical connection technology, electromobility, and renewable energies are the markets where Weidmüller excels.

As experienced specialists, we offer customers and partners worldwide products, solutions and services in the industrial environment of energy, signals and data. We are shaping the technological challenges of tomorrow and are constantly developing innovative, sustainable and useful solutions for the individual needs of our customers. Together, we set the standards in the field of industrial connectivity.

Your Role as Complaint Management Officer

Ensuring the customer complaint process and the associated customer quality through the consistent and effective implementation of all measures related to complaint processing, particularly using the 8D methodology.

Key Responsibilities

- Responsibility for the complete and timely processing of customer complaints (8D-Report);
- Initiation and coordination of immediate measures, as well as arranging for root cause analysis in the relevant departments;
- Monitoring the effectiveness of the defined corrective actions;
- Ensuring communication with the customer regarding the processing status and results;
- Active participation in the optimization and further development of the customer complaint process and related Quality Management Systems;
- Involvement in processes according to the Weidmüller process landscape.

Your Profile

- Solid knowledge of common quality methods and tools (8D-Report, 5 Why, Ishikawa, FMEA);
- Very good analytical and problem-solving skills, as well as a structured, results-oriented way of working;

- Strong communication and teamwork skills for coordinating internal departments and external customers;
- Proficiency in common ERP software (e.g., SAP QM) and MS Office;
- Very good command of written and spoken English (for international customer communication);
- 1-3 years of professional experience in Quality Management or comparable field / Completed university degree (Bachelor's) or further training as a state-certified technician in a technical field;
- Support for Quality Issues and preparation of decision-making documents for management.

What we offer

- Professional development: you will be part of an international team committed to support you to learn new skills and shape a career path that fits you, with access to various learning platforms;
- Onboarding & Integration: we ensure a smooth and efficient integration through a structured onboarding program, complemented by the ongoing support of a collaborative team;
- We prioritize your well-being: therefore we're granting access to high-quality healthcare services through our comprehensive private medical insurance;
- Meal tickets: we support your everyday routine with meal tickets to make your workdays a little easier and more enjoyable;
- Gifts for Special Occasions: Easter Holidays, Winter Holidays, 8th of March for our ladies colleagues;
- Flexibility: we support a healthy work-life balance by offering flexible arrangements tailored to your role and responsibilities;
- Bonuses: performance bonuses as a reward of your achievements and referral bonuses as a thank you for helping our team growth.

Meet us here: <https://www.weidmueller.ro/ro/index.jsp>