



# International Service Coordinator (m/w/d)

## Hamburg / Bremerhaven

### Fix-term contract

#### About Telemar

For over 75 years, our maritime journey has been fuelled by expertise and innovation. We're not just a service provider; we're offering a dynamic blend of bridge electronic solutions, onboard and maintenance services.

We don't just adapt; we thrive on constant innovation. Telemar is an expert partner who supports more than 3,000 vessels, rely on our tailored services. We're not just about cutting-edge technology; we're a navigational ally, enhancing safety and operational efficiency by keeping costs down.

#### Role description

This is a full-time role for a Service Coordinator at Telemar Electronics GmbH's Hamburg or Bremerhaven location **limited for 1-2 years**. The Service Coordinator will be responsible for all the worldwide service and spare part needs of our customer base (contracted and on call) and co-ordinate worldwide maritime services and spare part deliveries. The Service Coordinator will be a strong communicator, used to dealing with multiple department and service partners around the world. They work closely with all our departments like technical support, sales, workshop, invoicing, etc. and will be part of our on-call duty 24/7.

#### What we offer

- A modern, dynamic and international environment with development possibilities
- 30 days holiday
- Partial Homeoffice (2/3 days)
- Working in a committed and versatile team
- Support and training opportunities
- Company Phone and Laptop
- SODEXO Restaurant Pass and E-Bike leasing

#### Qualification, skills & requirements

- Handling of service & spare part requests.
- Prioritise responses considering time scales, time differences, shipment of spares, urgency, and commitments to customers.
- Liaising and arranging the service attendances and shipment of parts.
- Service confirmation, quotations of worldwide services rates including expenses and checking availability.
- Providing feedback of service to customer and providing solutions for services.
- Monitoring the ticket system, processing service orders and complete them.
- Database maintenance.
- Commercial or maritime qualification.
- Fluent in English language, both written and verbal, any additional language is an advantage.
- Work effectively under pressure.
- Good time management and organisational skills.
- Eager to learn and grow in this position.
- Team player.
- Good knowledge of Excel, Word, and an ERP system.

## Our Commitment

Our Corporate Social Responsibility approach is part of the Marlink DNA to develop our business and people operate responsibly. Marlink has incorporated and respects the Ten Principles of the UN Global Compact into our strategies to establish a culture of integrity, value, trust and innovation.

The Marlink Group is a transnational organization and considers cultural diversity as one of its greatest strengths. Additionally, we support diversity in race, gender, religion, national origin, political opinion, sexual orientation, social origins, age and physical or mental character.

In support of

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## WOMEN'S EMPOWERMENT PRINCIPLES

Established by UN Women and the  
UN Global Compact Office

WE SUPPORT



## Interested?

Please send your CV including possible start date and location to:

[hr.de@telemargroup.com](mailto:hr.de@telemargroup.com)

The person of contact is:

Lukas Anton

We look forward to receiving your job application!