



Real Parts. Really Fast.™

Customer Service Engineer

Reporting to

Commercial Director

The Company

At Proto Labs, we're not only one of the fastest growing manufacturing companies in the UK, we're also the fastest in the world at what we do — so being extraordinary is a way of life. If you are looking for an extraordinary career opportunity, you've come to the right place as we are looking for additional people to join our team.

Proto Labs is the world's fastest source for custom prototype and low- to mid-volume parts. With our 3D Printing, CNC Machining and Injection Moulding services, our speed and versatility lets you take your parts from the very early stages of prototyping all the way up to short-run production of 10,000+ parts — all with one technology-driven, quick-turn company.

The Role

You will work closely with sales & customer service to provide technical expertise in support of the selling and retaining of Proto Labs services. You will aim to gain a solid understanding of the customer's technical requirements and have the ability to make design changes and communicate appropriate solutions. You will assist the customer in working through recommended or required changes to their 3D CAD model. You will also be able to balance the objective of satisfying the customer requests with the potential of downstream risks to deliver acceptable parts on schedule.

Skills and Experience

You will need to have experience of 3D CAD modeling software i.e. SolidWorks or equivalent and a solid understanding of mechanical design and the principles of designing for injection moulding and or CNC machining. You will have the ability to work in conjunction with a quota carrying sales team and support the sales process, ideally you will have successful experience of working directly with end customers as part of a successful revenue generating team and you will be goal oriented and comfortable with meeting or exceeding clearly defined metrics.

The Candidate

The role will appeal to an individual capable of working in a fast paced environment. Driven to exceed customs expectations at every opportunity, the individual will have the initiative to approach challenges with enthusiasm and the ability to react to rapid changes in prioritisation whilst maintaining a clear focus on the company objectives. Exceptional time management, communication and problems solving skills are a must.

Benefits

- Company bonus scheme
- Company pension scheme
- Daily flexible working plan
- Childcare vouchers
- Excellent working environment
- www.protolabs.co.uk

To apply please e-mail your CV to josie.plant@protolabs.co.uk or call me on 01952 683013 for further information.

Successful applicants will be contacted 5 weeks after submitting their application. Due to the large amount of applicants, we will only contact successful applicants to go through to the next stage.