

# WE ARE HIRING!

**Position:** Customer Technical  
Service Representative

**Location:** Košice Region,  
Slovakia

## CONTACT

@ [recruitment@krosaki.nl](mailto:recruitment@krosaki.nl)

🌐 [www.krosaki.eu](http://www.krosaki.eu)

Velsen-Noord, North Holland



## DO YOU

*Want to join a fast  
growing team?*

*Expand your skills?*

*Be in a company where  
your work really makes a  
difference?*

# CUSTOMER TECHNICAL SERVICE REPRESENTATIVE

## KROSAKI HARIMA EUROPE B.V

We are a member of the Krosaki group with headquarters in Japan. We are a fast-growing company responsible for the distribution of **refractory products for the steel industry** in more than 13 European countries.

Krosaki group manufactures and sells refractories since its establishment in 1919 using state-of-the-art technology, demonstrating respect to the law and sensitivity to global environmental challenges.

**We are now strengthening our presence in Slovakia and looking for a new colleague to represent our company directly at customer sites**



Košice Region, Slovakia

## HOW YOU CAN MAKE A DIFFERENCE

As a Customer Technical Service Representative, you will help to build a strong and trusted presence for Krosaki in the Eastern European steel industry.

As the face of Krosaki at selected steel plants, you work closely with our customers, support them in the use of our refractory products, and ensure smooth cooperation on a technical, commercial, and logistical level.

## WHO YOU ARE

We are looking for a colleague who:

- Builds strong relationships and communicates effectively with customers.
- Works independently, proactively, and with a hands-on mindset.
- Is practical in problem solving and quick to respond to customer needs.
- Has a commercial mindset and can identify new opportunities.
- Enjoys being part of an international team while managing their own responsibilities on site.

## WHAT YOU'LL DO

As a Customer Technical Service Representative you will:

- Act as the main contact person on site for our customers in your area.
- Support and monitor the correct use and performance of our refractory products during operation, installation, and trials.
- Provide practical troubleshooting and coordinate with our head office when deeper support is required.
- Coordinate logistics and stock levels together with the head office to guarantee timely deliveries.
- Maintain close relationships with plant staff and proactively identify opportunities for improvement or business expansion.
- Report regularly to the international team and contribute to the growth of our business in Slovakia.

## IS THIS YOU?

We are looking for a colleague who:

- Has experience in steel plants, heavy industry, or a similar environment (preferred).
- Holds a technical background or training (an advantage, but not essential).
- Has a good command of English (spoken and written) to communicate with international colleagues
- Is willing to learn about refractory products and processes.
- Is self-organized and comfortable working independently at customer sites.
- Holds a valid driving license.

Training is important to us as a business and will be provided.

## WHY CHOOSE KROSAKI?

We provide a stimulating international environment where you will be encouraged to grow personally and professionally. In this role, you will make a visible impact in a fast-growing company.

Our package includes:

- Competitive salary.
- Company car, laptop, and phone.
- 25 vacation days per year, with one additional day per year of service (up to 30 days).
- A supportive team culture with room for initiative and responsibility.

If you think you are a good fit for this job, please send us your CV and motivation letter to [recruitment@krosaki.nl](mailto:recruitment@krosaki.nl).

We look forward to speaking to you!