



GATX Rail Europe

WE ARE HIRING!
#joinGATX

GATX Rail Europe is a leading, full-service railcar lessor offering a high quality and diversified fleet to over 20 European countries. With an experienced, service-oriented team, we are focused on making railcar leasing and rail transport simple, efficient, and seamless thus we have strategically located offices across Europe. At GATX we empower, develop, and recognize our people, building a culture of excellence, accountability, and respect. We value diversity and open communication to create a collaborative environment. Together, we achieve more and embrace change by challenging the status quo.

To support our growing organization we are currently looking for

Technical Customer Service Specialist - Defect Management (m/f/d)

Your main responsibilities:

- Manage operational damage handling for Central Europe
- Communicate with internal and external parties
- Optimize the wagon availability for the customer
- Monitor and manage damages for en route repairs (including material requests / orders, cause of damage and reporting of serious damages to Management team)
- Order and supervise en route repairs, select suitable mobile service partners
- Control Maintenance Delivery on spot check basis
- Handle incoming invoices
- Conduct trainings in damage handling

- Organize wagon shipments with Railway Undertakings in damage cases

We offer:

- attractive and well equipped workplace in the heart of the city center
- interesting job where you can meet diversified challenges and tasks every day
- international working environment, shaped by team work and a great atmosphere
- appropriate remuneration and social benefits of a modern company
- flexible working time including home office model
- close cooperation and exchange of experience with other skilled teams within the GATX group
- opportunity for professional development with wide range of trainings

You are a good fit if you have:

- Several years of professional experience in the administrative and/or technical field
- Good technical understanding
- Interest in understanding complex interrelationships
- Confident handling of Microsoft Office and different ERP/CRM applications
- Very good written and spoken German and English skills
- Strong communication skills and quick comprehension
- Responsible, independent and solution-oriented approach
- Hands-on mentality as well as customer-, service- and team-oriented way of working
- Flexibility and willingness to travel (occasional visits to workshops and customers, but also internal meetings at other GATX locations)

We are looking forward to receiving your application!

Join our GATX team and let's make railcar leasing easier together.

Apply now

Want to learn more about us? Watch our video here!

THIS IS US.
MEET GATX RAIL EUROPE.

