A view of the cockpit of an airplane

Description automatically generated

 **MPS Vacancy:**

Multi Pilot Simulations BV (MPS) designs and develops flight simulators and training equipment for professional organizations that train pilots. MPS sells, produces, installs, and maintains its simulators around the world. We are a customer-oriented, innovative, and high-quality organization with 50 colleagues at home and abroad.

**Senior Customer Succes Engineer**

As an experienced Customer Success Engineer, MPS offers you the opportunity to apply your knowledge and service-oriented mindset within an innovative, international environment. In this temporary assignment, from as soon as possible until the end of March 2026, you’ll play a key role in supporting our global customers. With your seniority, you’ll not only ensure a smooth handling of customer inquiries, but also actively contribute to improving internal processes. An extension of the assignment may be possible if the team expands.

Freelancers are also invited to apply for this temporary position. We welcome collaborations where your expertise and independence can bring immediate value.

**What will you do:**

As a Customer Success Engineer based in Groenekan, you will represent the 'Voice of the Customer' and act as the point of contact for clients within the MPS organization. In this role, you are responsible for safeguarding customer interests. You align internal stakeholders and workflows to ensure timely solutions and enhance customer satisfaction throughout the lifecycle of MPS products.

In addition, we expect you to use your experience to analyze and improve existing departmental processes, helping us further professionalize our customer service operations.

**What do we ask:**

As a Customer Success Engineer, you are a dynamic team player with strong interpersonal and communication skills. You possess:

* A customer-focused mindset
* Excellent command of English, both spoken and written
* Experience in a similar (senior-level) position
* The ability to work independently, adapt quickly, and identify and implement improvement opportunities

**What MPS offers you:**

* A temporary, high-impact assignment with room for initiative and process improvement
* Excellent working conditions at an internationally operating company
* A growing team of motivated colleagues

**Are you dedicated of strengthening our team as a Technician? Apply now and help our team grow!**

• For more information about us, take a look at our MPS [flight simulators](http://www.mps.aero/flight-simulators) page as well as our [careers](http://www.mps.aero/careers) page which features a video revealing a normal work day at our organization!  
• Send your resume and cover letter to [HRM@mps.aero](mailto:HRM@mps.aero)

**Om de volledige vacature in het Nederlands te bekijken, kunt u het gekoppelde PDF-bestand downloaden:**

*MPS is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.*