

Sales Support

Job Description

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| Job Title | Sales Support | Reports To | Sales Support Manager |
| Department | Sales Support | (In)direct reports | - |
| Approved By | HR | Approved Date | January 2021 |

OVERALL ROLE PURPOSE

The Sales Support will focus on providing extraordinary customer service by taking a personal interest, developing relationships and creating a positive experience with each customer. The ideal candidate will interface with customers via inbound or outbound calls and emails for the purpose of resolving customers issues while practicing superior customer service and enhancing our customer's experience.

Focus on one call resolution for all customers , ensuring all avenues for solving the customer's issues are evaluated. Sales Support will always be ready to calmly and effectively help handle our customer's needs or concerns.

Sales Support is responsible for quotes and after sales inquiries received from in- and external customers via all channels and to confirm all information regarding processing of request directly to the customer. It is vey important to us that this person is someone who will bring intellect creativity and problem solving skills to constantly work towards evolving the way out company operates.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This list of duties and responsibilities is not all inclusive and may be expanded to include other duties and responsibilities as management may deem necessary from time to time.

1. Processing orders and RMA's
2. Review pending orders and specific customer requests Prepare formal quotations for customers and follow up on quotations
3. Managing incoming calls
4. Communication with customers on orders and quotations
5. Handle customer complaints
6. Keep track of backorders and stock levels
7. Providing a high level of customer service to assigned clients
8. Being a good team player to achieve company goals together
9. Handle your own projects/orders with consistently and with accuracy.
10. Build and maintain knowledge on our products.
11. Utilize Customer Relationship Management (CRM) systems to track pertinent customer opportunities and manage account base
12. Work together with ASM to solve problems and fulfill requests for customers.
13. Maintain a balance between company policy and customer benefit in decision making
14. Handles issues in the best interest of both customer and company
15. Support sales by identifying leads and opportunities
16. Handle changes in policies and renewals
17. Route qualified opportunities to the appropriate sales executives for further development and closure

QUALIFICATIONS / SKILLS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Highly developed sense of integrity and commitment to customer satisfaction
- Can quickly calculate figures, discounts and commissions
- Demonstrated passion for excellence with respect to treating and caring for customers
- Ability to communicate professionally, confidentially, and effectively both verbally and in writing
- Always having a strong belief in the mission and goals of the company.
- Has "thick skin" and is able to handle complaints and unpleasant customers
- Has a pleasant, patient and friendly attitude
- Ability to set priorities
- Strong decision making and analytical abilities
- Commercial/selling capabilities
- Willingness to work a flexible schedule and occasional overtime when needed
- Possess a strong work ethic and team player mentality
- Fluency in written and spoken Dutch and English, third language is preferred
- Ability to multi-task, prioritize, and manage time effectively

EDUCATION AND/OR EXPERIENCE

- MBO/HBO degree with extensive relevant working experience and outstanding commercial and professional skills
- Must work well under pressure, be able to juggle many projects simultaneously.
- Have excellent interpersonal and communication skills.
- Service –and solution minded attitude and approach excellent sense of priorities.
- Able to oversee bigger picture and bring structure to processes
- Experience with Microsoft Office and ERP systems preferred.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee Acknowledgment: _____

Date: _____

The above statements reflect the general details necessary to describe the principle functions of the occupation described and shall not be construed as a detailed description of all the work requirements that may be inherent in the occupation.

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| INFORMATION BELOW COMPLETED BY HUMAN RESOURCES DEPARTMENT |
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| Human Resources Approval: _____ |
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| Date: _____ |
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