

JOB TITLE

CUSTOMER SUPPORT - German

JOB DESCRIPTION

The position of Customer Support German is a sales and technical support position within a technical environment handling sales and general technical issues.

- Develop and maintain close relationships with resellers
- Develop technical knowledge and understanding of the audiovisual market
- Work closely with (field) management and sales team
- Provide excellent customer service
- Support of all our client's products
- Issue and follow-up on quotations
- Handle customer requests
- Ensure database accuracy
- Coordinate our client's Institute attendees and participate in lunches and/ or dinners with customers
- Assist in resolving minor client issues
- Utilize marketing tools such as website, catalog and price guide
- Know sales policies and procedures and reseller pricing levels

REQUIREMENTS

- 2 years of experience in a B2B customer service department
- Excellent to native communication skills in German(written and verbal) with fluent English
- Technically literate or have affinity with technical products
- Initiative, adaptability, representative and professional attitude
- Strong attention to details, highly organized, computer literate
- Ability to prioritize tasks and requests
- Ability to work well in a fast-paced professional office environment

LOCATION

AMERSFOORT