

JOB TITLE: Internal Customer Support

REPORTS TO: Manager

PURPOSE: Identify sales opportunities and ensure that customers are provided with a high level of service and issues are resolved in a timely manner. Provide support to the Regional Sales Representative as part of the team environment.

DUTIES:

1. Provide face to face/phone/e-mail sales support. Ask targeted questions to understand customer's business.
2. Troubleshoot and evaluate customer equipment needs.
3. Utilise knowledge of Automation Equipment product range to prepare technical quotations to meet customer equipment needs in accordance with company price rules.
4. Establish personal contact with customers and ensure customer queries and complaints are followed up and resolved.
5. Continue with self-development of knowledge and experience with respect to the full AE product range.
6. Maintain liaison with external representatives and keep them up to date with developments and ensure that customer expectations are exceeded.
7. Provide regular feedback to the Senior Internal Sales Officer and/or Manager.
8. Show initiative in making decisions upon receiving appropriate training.
9. Provide a high level of service to customers both internal and external.
10. Provide support to Warehouse/Inventory role with receipting of inwards goods as required.
11. Any other duties as directed within the scope of the position.

EDUCATION, TRAINING AND EXPERIENCE REQUIRED:

- Exposure to engineering, industrial or machinery production industries would be beneficial
- Frontline sales/customer service experience
- Previous sales training beneficial
- General office administration
- Excellent computer skills, and able to adapt to new technology

Personal Attributes

- Sound mechanical reasoning ability

- Knowledge or experience of working with mechanical systems, manufacturing, pneumatic or engineering processes.
- Strong team player with demonstrated superior communication skills at all levels.
- Customer focused.
- Ability to work in a high-pressure environment and meet exacting deadlines.
- Ability to respond to common enquiries or complaints in writing.
- Ability to define problems, collect data, establish facts and draw valid conclusions.
- A positive attitude and a willingness to accept change and new challenges. Confident and also able to learn from constructive criticism.
- Professional in behaviour and possessing of good presentation skills.
- Project good company image through maintaining a high standard of housekeeping and personal presentation.
- Flexibility to start early and work extended hours plus weekends when required.