

## Customer Support expert in Manufacturing Sector (German Speaker)

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Company: Blu Selection

Location: Spain

Category: architecture-and-engineering

Are you already experienced in interacting with Customers? Do you like to help a variety of people while contributing to a project in industrial technology in an international company? Are you interested in living in a vibrant city which different cultures, excellent food and beautiful beaches? Then don't hesitate to check out our client's new job opportunity.

### **Your responsibilities and impact working as a Customer Service Expert will be:**

Support of new/existing customers

Close cooperation with the sales, application engineers as well as the engineering department

Quotation processing: checking and recording queries, coordinating customer-specific tooling solutions with the specialist departments and field service, commercial quotation preparation, preparing and submitting quotations to the customer, following up on open quotations in collaboration

Order processing: checking and recording of sales documents with the help of the shared service team, coordination of customer-specific tooling solutions with the specialist departments and field service, dispatch of order confirmations, invoices and, if necessary, drawings, management of open orders

Complaint management CRM

Support of sales promotion activities (promotion, campaign, end of quarter)

Digital document management and filing according to standardized, predefined criteria

Responsibility for customer satisfaction in general (SLI)

**Skills, qualifications and interests you need to succeed in this role:**

Very good ability to express yourself in German

At least 3 years of professional experience in customer service

Completed commercial or technical education

Enjoy dealing with people and have a feeling for their needs

Structured work style as well as ambition and optimism

Strong cooperation and communication skills, negotiation skills

High degree of resilience and sense of responsibility

Enjoy continuous training (SAP, IT, product knowledge)

Good MS Office skills and ideally experience with CRM systems

Knowledge of SAP, CRM, PLM and lead generation in the B2B area would be an advantage

**What's in it for you?**

Lunch Ticket COBEE

26K to 31K yearly gross base salary

ADESLAS – Additional health insurance

Office located in Sant Cugat del Valles (25 Minutes by train from Plaza Catalunya)

Hybrid work model

**What should you expect from living in Barcelona?**

The unique experience of an international and diverse culture

A beautiful beach city surrounded by both coastal towns and mountains

Delightful gastronomic experiences of Spanish, Catalan and World cuisines

Quite a dynamic and active urban life where it is difficult to get bored

Sunny days, Mediterranean weather and a relaxed lifestyle

An attractive startup and innovation hub with exciting opportunities

**This project not the best fit for you? Feel free to check our other opportunities or send us your CV to be considered for other projects or future opportunities**

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