

UK company based in Greater London (North), manufacturer of heating equipment and water treatment for swimming pools, is looking for a **French AND Spanish OR German speaking Technical Sales Administrator**. As a Technical Sales Administrator, you will be part of small team where you will be working alongside the sales managers, and will be reporting to the Office Manager. Our client has worldwide clients and you must be able to communicate technically in French, Spanish OR German, and of course in English. Full training provided.

The role is an IMMEDIATE start.

ROLE :

- Providing both technical assistance and product information to customers
- Resolving enquiries and problems to achieve complete customer satisfaction via phone and email
- Supporting the Sales Managers to establish, develop and grow new business relationships with influential contacts within key accounts assigned
- Provide reports in relation to customer issues and feedback
- Liaise with Customer Services, Sales and Production as required for customer queries taking ownership to ensure they are resolved to the company and customer satisfaction
- Contribute positively to customer satisfaction and provide additional support in managing customer complaints
- Assess when it is necessary to engage or escalate to more senior resources to resolve more complex issues
- Monitor and track all calls and emails, provide status updates at regular intervals and communicate status to customers
- Maintain knowledge and update on all company's products
- Develop and maintain files of correspondence and other technical support records
- Support the Sales Managers, to develop specific sales strategies and improvements to current processes
- Be the first point of contact for allocated customers and Sales Managers within the Company
- Undertake specific projects, conducting research (including internet) and present findings, making recommendations where appropriate for the Sales Managers
- Provide administrative support, including producing quotes, as required
- Ensure all relevant information that is customer specific is updated and noted on the NAV system

PROFILE :

- Fluent in English AND French AND Spanish OR German
- Technical background is mandatory
- Ability to speak to clients about technical subjects after products training
- Previous customer service experience
- IT literate

SALARY :

£26k/pa