

**SALES CONSULTING** is a human resources company with national coverage on three main domains: recruitment and selection, assessment center and personnel leasing. For more information you can visit our website: [www.salesconsulting.ro](http://www.salesconsulting.ro).

Our client, **Schneider Electric** is a global specialist in energy management with operations in more than 100 countries, offering integrated solutions across multiple market segments, including leadership positions in energy and infrastructure, industrial processes, building automation, and data centres/networks, as well as a broad presence in residential applications. ([www.schneider-electric.com](http://www.schneider-electric.com))

Together with our client, we are looking for motivated candidates to fill in the position of:

## **Primary Technical Support**

**Location: Bucharest**

### **Mission:**

- Improve Customer Satisfaction by providing a high quality professional Primary Technical Support to customers, particularly regarding technical information on products, prices, discounts, application information during the pre-sales, sales & after-sales proces
- Take the ownership and ensure the customer is satisfied before closing the request. Assure a proper resolution for queries related to product replacement, on-site intervention, technical complaints and product quality returns. Create/modify knowledge database and review FAQ's. Identify new business opportunities, define and quote product and equipment from customers' requests, coordinating with relevant Quotation, Sales or Marketing contact for special prices. Communicate to relevant sales people

### **Responsibilities:**

- Provide 1st level technical support pre-sales (product selection, application information) and post-sales (product installation, technical characteristics, technical complaints) telephone and electronic to SE customers and partners
- Assure a proper escalation to the 2nd level support team, when necessary

- Responsible for answering incoming telephone calls, e-mails, web based tickets and prioritizing customer's support needs
- Escalate customer issues to Service Team to provide on-site support as required
- Issue quotations in accordance with customer requests and required standards: cross references, configuration, mix of products in cooperation with countries representatives
- Provide support to the customers for product replacement, troubleshooting and technical complaints
- Complete documentation and follow up on all commitments and customer details
- Actively create/modify knowledge database and review FAQ's
- Collaborate with Marketing on new product launches
- Provide relevant product training to other team members
- Ongoing proactive research and learning about new products, technologies and applications
- Participate in the interaction centre's continuous improvement process
- Liaise between customers, After-Sales and Marketing regarding Product Quality Returns

**Requirements:**

- Education: Bachelor's Degree with 2-4 years of work experience or Post-Secondary technical school with 4-5 years of work experience
- Fluency required in English and Serbian
- Min. 3 years Technical Support, Sales and/or customer service experience required
- Previous Call-Centre experience desirable
- Working electrical knowledge essential
- Demonstrate a flair & understanding of customer support issues
- Demonstrate flexibility and an ability to learn quickly
- Excellent problem solving abilities and aptitude to understand and explain technical information
- Proven ability to work towards individual and team targets
- Excellent interpersonal, communications and time management skills
- Ability to develop and maintain customer rapport
- Strong verbal and written communication skills are required