

Technical Sales Officer

We are on the hunt for a like-minded individual to join the Administration and Customer Service Team as a Technical Sales Officer.

The opportunity

As ENTTEC's new Technical Sales Officer you will assure all aspects of the functions of technical sales service, in line with the company's goals and objectives. The Technical Sales Officer is responsible for providing advice and support on ENTTEC's product range.

What you'll do

Reporting to the Customer Service Team Leader you will be responsible for:

- Understand technical aspect of ENTTEC products and offer solution to solve customer problem (This duty requires to have some knowledge and understanding of ENTTEC lighting/controller products. Training is provided).
- Provide pre-sales technical assistance.
- Provide product education and after-sales support services.
- Handle direct calls and provide quotes for clients.
- Log projects/opportunities and communications on CRM software (FreshSales) – Training Provided.
- Provide internal and external lighting training.
- Maintain customer relationships and follow up with customers after shipment to provide assistance/technical support as necessary.
- Liaising with the Production team on ETA and the Admin team for accounts and shipping.
- Answer phone and direct calls.
- Manage shipping needs: rates and communication with shipping companies.
- Liaising with customers and answering sales enquiries from phone calls to emails in a timely fashion:
- Providing quotes.
- Answer general enquiries (ex: price and availability).

What you can bring

- Tertiary (Engineering) degree or relevant technical qualifications (electronics).
- Ability to draw basic connection/wiring diagrams essential (MS Visio).
- Familiarity with CRM such as Salesforce/Insightly – FreshSales ideally.
- Understanding of lighting industry.
- Basic understanding of electronics.
- Able to read and understand technical drawings.
- Analytical and problem solving skills.
- Familiarity with M-FILES.
- Familiarity with ERP.

Nice to have

- A keen interest in new technologies and LED lights.
- Ability to organise and manage multiple priorities.
- Excellent written and verbal communication.
- Strong time management and organisation skills.
- Understanding of the market.
- Positive and can do attitude.
- High level of initiative and pro-activeness.
- Can work unsupervised and under pressure.
- Able to develop and maintain up to date product knowledge.

Culture and Perks

- Working environment that is designed to be diverse and engaging.
- A culture of experimentation and creative freedom.
- A full- time permanent role, starting ASAP.
- Knowledge sharing and cross-training when possible.
- Working with amazing people.
- Not two days will be the same.
- Be part of a team who care and support one another.

This is your chance to work in a creative and high-achieving team. If you believe you have what it takes, then we'd love to hear from you. Email jobs@enttec.com or click on "apply now". Attach your application (cover letter and CV), telling us why you would be perfect for this role.

APPLY NOW