



**BE OPEN
BE GLOBAL
BE NIMBLE**

CUSTOMER SERVICE EXECUTIVE

A new key role with an exciting opportunity to be instrumental in the growth of our International business Auger Torque. Part of the Kinshofer Group we are a highly successful manufacturing and engineering company in the Earth Drill and Trencher Attachment market with global distribution and dealer networks. We manufacture innovative hydraulic attachments used with excavators and associated construction equipment.



With sites in UK, Australia, USA and China we are a global business satisfying the demand for high-quality products in over seventy countries on all seven continents.

THE ROLE



We are looking for a passionate, customer-centric, committed Customer Service Executive to join our dedicated and ambitious international sales & support team. The role will provide both external support to our broad range of customers, and efficient handling of all internal and administrative sales functions, to support the sales team in reaching its financial objectives. Maintaining a positive work ethic, we are seeking a professional who is able to consistently demonstrate the company's core values; being nimble, global and open.

You will be enthusiastic and organised, with a natural interest in mechanical products and experience of working in an international, customer focused role ideally. We can offer an extremely varied role and the ideal candidate will need to be proactive, and efficient in handling all the administration functions the sales team requires along with the continuous streamlining of the various processes.

This is a fantastic opportunity for an enthusiastic individual looking to develop their career in sales & service.

KEY RESPONSIBILITIES



- Building strong and trusting relationships with customers.
- Pro-actively manage the process flow of customer requirements in the Salesforce tool and liaise with manufacturing and engineering to support customers.
- Processing new sales leads, quotations and sales orders via the CRM (Sales Force) from our international markets.
- Dealing with and responding to high volumes of emails and telephone calls
- Route qualified opportunities to the appropriate sales executives and BDM's for further development and closure
- Supporting the sales team with general operations to help reach the team's objectives
- Understanding customer needs and requirements
- Provide troubleshooting assistance for customers
- Communicating internally important feedback from customers
- Providing data and reports to help the sales team
- Taking on sales related projects and bringing to completion proactively
- To ensure good communication is given either verbally or written to all members of our team.
- Other duties or activities may be assigned and according to the requirements of customers, the sales & customer service team and the Auger Torque business

ABOUT YOU



- You will be passionate about providing an exceptional customer experience.
- You will ideally have experience in the construction or agricultural industries with hands on technical experience of working with mechanical products, although this is not essential.
- You will be eager to learn about our products and industry so will naturally have an interest in manufacturing and engineering.
- You will be flexible, with a can-do attitude and thrive in a busy team.
- You will be able to manage multiple stakeholders and prioritise tasks.
- You will have strong communication and relationship building capability both internally with colleagues and with customers.
- You will be well versed in IT skills, particularly Microsoft Office Suite and CRM systems (ideally Sales Force).
- An administrative or internal sales background with international exposure is advantageous.



BENEFITS

- 25 days annual leave + Bank Holidays
- Discounts on retail purchases, holidays & groceries
- Company events/staff outings
- Company pension
- Free on-site parking
- Referral programme
- Wellness programme



LOCATION

Cheltenham, GL54 4DX: Own transport required due to the rural location



SCHEDULE

Day shift - Monday to Friday, 8:00am to 5:00pm

Must have right to work full time in the UK unrestricted as we are unable to support work sponsorship/permits at this time.