



PROVE YOUR MONDRAKER DNA!

## INSIDE SALES FOR GERMAN MARKET

Elche – Alicante (SPAIN)

Contact details: Anna Cayuelas – [acayuelas@mondraker.com](mailto:acayuelas@mondraker.com)

### JOB DESCRIPTION

Mondraker is always committed to deliver the best bikes on the planet, to the best bike shops on the planet, through the hands of the best people on the planet.

The **German Dealer Direct Strategy** is an essential part of our commitment, and the **Internal Sales and Customer Support Advisor** is a key role that ensures all German dealers receive the **support and back-up service** they need at a high quality level.

Within this role you will be answering questions in regards to availability, component compatibility issues and everything in between. As the main point of contact between the German dealer base and Mondraker Head Office, this position is essential to **building and maintaining healthy, sustainable and mutually beneficial relationships**.

### KEY REQUIREMENTS

- Native German speaker.
- Excellent communication skills and confident phone etiquette.
- Experience within the bicycle industry, ideally within a Sales Support role.
- A strong technical knowledge of bicycles.
- A passion for providing excellent customer service.
- Ability to work as part of a team as well as independently when required.
- Able to make decisions and solve problems in a timely fashion.
- Proficient in Microsoft Office (Outlook, Word, Power Point).

### ADDITIONAL INCENTIVES

- The successful candidate will work in conjunction with the German Sales Team whilst being located in our Head Office in Alicante, Spain.
- The employment relationship begins through a temporary contract that will become indefinite after one year.