

SALES ASSISTANT FOR GERMAN MARKET

Germany (HOME OFFICE)/Spain(HQ)

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Mondraker continue to be committed to delivering the best bikes on the planet, to the best bike shops on the planet, via the best people on the planet. The next step in achieving this is a sales assistant for German market.

The Internal Sales and Customer Support Advisor is a crucial role to ensure all German dealers receive the support and back-up service they expect and need.

Within this expansive role you will be dealing with everything from stock availability queries to 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 vital to building and maintaining sustainable, mutually beneficial relationships.

The successful candidate will work in conjunction with the German Sales Team whilst being located in the Spanish Head Office in Alicante.

JOB DESCRIPTION

- Telephone customer service.
- Technical product advice.
- After-sales management.
- Order management.
- Supporting our sales force.
- Preparation of reports for management.
- Management of guarantees and incidents.

The position can be located in our HQ, and in Germany as well. In this case, you must be willing to spend some periods of time in Spain.

KEY REQUIREMENTS

- Native German speaker.
- Excellent communication skills and confident phone manner.
- 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 problem solve in a timely fashion.
- Competent in Microsoft Outlook & Office.
- Able to speak Spanish or English.

ADDITIONAL INCENTIVES WE OFFER TO THE FUTURE EMPLOYEE