

## Customer Care- Malta (American Shift)

Salary: 150€ Fixed + bonuses

Working hours: Monday to Thursday: 4pm to 10pm and Friday 3pm to 8pm

### COMPANY DESCRIPTION

ML Components GmbH is an international distributor of electronic components, based in Mainz, Germany. BD Electronics Ltd. is the subsidiary, based in Malta. We provide obsolete technology products globally to manufacturers of various industries: medical, aerospace, military, computer, telecommunications and transportation. We are a rapidly growing company with an energetic and international workforce who operates in a positive, competitive environment.

### RESPONSIBILITIES

- Manage large amounts of incoming calls
- Generate sales leads
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Meet personal/customer service team sales targets and call handling quotas
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies
- Take the extra mile to engage customers
- Demonstrates technical selling skills
- Complete understanding of pricing and quotes process
- Work closely with colleagues and management to provide clients with most efficient and professional service possible
- Maintains accurate records of all sales and prospecting activities including sales calls, closed sales, and follow-up activities

### REQUIREMENTS

- Business or marketing-related degree or equivalent professional qualification.
- Relevant product and industry knowledge.
- Microsoft office proficiency Excellent communication and interpersonal skill.
- Strong written and verbal communication.
- Motivation, drive and a desire to achieve financial success.
- Sales or Business Development experience is an advantage.
- Organization and planning, Strategic thinking and problem solving