

Customer Service Administrator – Internal Sales

JOB PURPOSE

As the Customer Service Administrator you will form part of Legrand South Africa, reporting to the Customer Service Manager for Southern Africa.

Legrand is the global specialist in electrical and digital building infrastructures.

Its comprehensive offering of solutions for use in commercial, industrial and residential markets makes it a benchmark for customers worldwide. Innovation for a steady flow of new products with high added value and acquisition are prime vectors for growth.

Legrand reported sales of over €5.0 billion in 2016.

Specialties of Legrand:

Electrical devices, Home automation, Energy efficiency solutions, Building infrastructures & Datacom solutions.

As the Customer Service Administrator you will be responsible to maximize sales performance, in line with company objectives and strategy, working as part of the Johannesburg back office team to drive product proposition, process purchase orders and to develop customer satisfaction.

AREA: JOHANNESBURG, SANDTON

TASKS:

As the Customer Service Administrator you will be responsible for the following:

- Support the external commercial team and develop new sales
- Once familiar with the products, start to proactively implementing the defined sales strategy.
- Apply various sales skills to capitalize on commercial opportunities through price negotiation.
- Maintain a dynamic and consistent level of pro-active telephone contact with both existing and prospective customers.
- Assist with technical inquiries on all Legrand solutions and become the dedicated support person for specific product Families.
- Effectively deal with telephone inquiries and quotation processing, invoices and credits; compiling information on required Legrand solutions and specific product concentrations.
- Create accurate quotations for tenders, which can include the full range of the Legrand Products.
- Proactively pursue tenders using a variety of means.
- Ensure all quotations are followed up in order to maximize success rate.
- Achieve team and individual sales targets within the agreed time scale as set by the management Team

- Increase order value by means of continuously applying up-selling techniques during telephone calls with customers.
- Ensure all orders received are entered accurately into the ERP system.
- Liaise on a daily basis with your colleagues and update them on any developments in your work, ensuring a high level of team interaction.
- Ensure that the external sales team are kept informed of any developments relevant to their accounts.
- Provide the Management with sales reports on a weekly/monthly basis.
- Ensure that all customer queries reach a successful and appropriate conclusion.

Ideally you will possess the following:

- Degree, Diploma or relevant industry qualification in construction/building disciplines is preferred or minimum 4 years equivalent industry experience.
- Matriculation, including English, Afrikaans and Maths
- Good working knowledge of software packages e.g. SYSPRO, Excel, Word and Powerpoint.
- Successful promotion, presentation and selling skills
- Engineering/ Technical perspective with ability to identify innovative solutions through a solid commercial approach.
- Ability to interpret technical designs/drawings.
- Knowledge of supply chain

Benefits:

Basic Salary, Provident Fund, Medical Aid, Quarterly & Annual Bonus.

For Interview opportunities, please email your CV to: johan.bosch@legrand.co.za

Or contact: +2711 444 7971