

POSITION TITLE : Inside Sales Representative

DIVISION : James Hardie Europe

DEPARTMENT : Operations

LOCATION : Amsterdam

REPORTS TO : Operations Manager

SUPERVISES : None

POSITION SUMMARY

The Inside Sales Representative supports the James Hardie customers and Sales team in the EU Market within 3 areas of responsibilities: Product Delivery, Customer Technical Support and Inside Sales.

1. Product Delivery

Order Entry/Processing/Logistics

- Responsible primarily for working directly with the customer base to facilitate order entry and completion of the processing cycle, to include order priority maintenance through shipping (order flow), order confirmation plus other internal and external order information requests.
- Order Entry.

Claims management

- Claims to be received in writing.
- Claim entry into claims database.
- Preparing credit notes for transport claims.
- Passing claims to Finance for processing.

2. Customer Technical Support

- This position is the primary interface between James Hardie and the customer.
- Provide low level technical support through telephone, e-mail and dial-in for customers. This support should be given with emphasis on customer satisfaction.

3. Inside Sales Support

- Responsible for providing support to sales representatives related to order entry, order management and status information.
- Interface on a routine basis with both the Transportation and Warehouse Management and Production Planning, Marketing and Technical functions to ensure that the customer's requirements will be addressed while acting in accordance with existing company policies and procedures.
- Support local sales team in new business development and activities to solicit and encourage new customers and more sales. For example, ensuring all necessary accessories are added to each order and that customer is aware of any sales campaigns in order to sell the company's products and services to our channel partners.
- Support marketing activities, such as direct marketing, event support, managing sample stock, proofreading, coordinating activities with suppliers and printers.

Database and lead generation support

- Responsible for updating/maintaining the accuracy of computer-based information relating to customer details, requirements and profiles and orders.
- CRM system maintenance and updating.
- Follow up on leads, including qualification and identifying projects in cooperation with the sales team.

Functional Backup

- This position will provide backup as necessary to the other country service representatives and as such needs to have fluent English language skills. French language skills are desired.

Minimum Qualifications

- Must be able to perform well in a multi-task demanding environment.
- Multilingual – English native, French is a pro, Dutch and German desirable.
- Able to research and assimilate various forms of information.
- Self-starter with the ability to take initiative.
- Must have exceptional communication and interpersonal skills and experience with Computer based order entry systems and MS word, excel and access and Microsoft Outlook.
- Experience with CRM systems.
- Must be detail oriented.
- Customer service or sales/account management experience preferably in a manufacturing environment.

If you feel you meet the job requirements, please send your application to: jobseu@jameshardie.com