



**POSITION TITLE : Inside Sales Representative – French Speaking**

**DIVISION : James Hardie Europe**

**DEPARTMENT : Operations**

**LOCATION : Amsterdam**

**REPORTS TO : Operations Manager**

**SUPERVISES: None**

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## **POSITION SUMMARY**

The Inside Sales Representative supports the James Hardie customers and Sales team in the EU Market.

### **1. Inside Sales Support**

- Make appointments with customers for the Sales Reps in France and UK
- 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.

### **2. 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.

### **3. Functional Backup**

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

## **Minimum Qualifications**

- Must be able to perform well in a multi-task demanding environment.
- Multilingual – French (Near Native) and English.
- 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 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.
- Stress resistant
- Well organized
- Proactive

If you feel you meet the job requirements, please send your application to: [jobseu@jameshardie.com](mailto:jobseu@jameshardie.com)