

Smart Industrial Connectivity: Electrification, automation, digitalization, electrical connection technology, electromobility, and renewable energies are the markets where Weidmüller excels.

As experienced specialists, we offer customers and partners worldwide products, solutions and services in the industrial environment of energy, signals and data. We are shaping the technological challenges of tomorrow and are constantly developing innovative, sustainable and useful solutions for the individual needs of our customers. Together, we set the standards in the field of industrial connectivity.

## Your Role as Customer Service Representative with Czech/ Slovak

The Customer Service Representative is the inside Salesperson. He/she is managing all commercial and partly technical aspects for Czech/ Slovak customers, targeting maximum profitable sales (direct and indirect), customer satisfaction and increased market shares with respect to Weidmüller internal rules and procedures.

The major tasks are account and relationship management at existing Czech/ Slovak customers. The role is also expected to detect new opportunities and to manage the seamless and speedy execution of sales procedures. To ensure complying services and project realization for the customer the position works closely with multiple different functions within Weidmüller global organization.

### Key Responsibilities

- Relationship Management with customers & sales colleagues;
- Permanent and direct communication with customers to ensure ongoing support (e-mail, phone);
- Cooperation with internal departments;
- Engaging and driving Weidmüller organization to assist and respond in a timely manner and at the expected quality level to all customers' requirements;
- Follow-up on open topics and opportunities;
- Continuously caring for a good trusting relationship between Weidmüller and customers;
- Promoting Weidmüller.

## Main Duties and Responsibilities. Responsibilities & duties relating to the market development strategy:

- Coordinate with sales colleagues to provide Weidmüller's customers with accurate feedback to each and every inquiry;
- Create and maintain customers' data base in SAP (ERP module);
- Offers & Orders processing in SAP;
- Coordinate the entire delivery process, by being in close contact with the customers & internal logistic department;
- Update and inform the customers about changes that might be of interest for their relationship with Weidmüller, such as new products on the market, technical change notifications of Weidmüller's products, new pricing, structural changes etc.;
- Identify projects opportunities or special offer requests from new/existing customers and handle them in accordance with the internal, working guideline;
- Follow-up internally on open topics such as quotations, deliveries, products' availability, production status, technical matters, complaints and any other pre-sale & after-sale topic;
- Follow-up with customers on financial matters such as cash flow payments and credit concessions;
- Key Goals & Objectives/Measurements;
- Revenue Growth;
- Customer penetration, customer satisfaction;
- Accounts Receivables Management.

## Key Qualifications, Experiences and Knowledge:

- Minimum 2 years of professional level experience (in a multinational company or a similar position);
- Bachelor's degree is a must, preferably commercial and economic expertise;
- Fluent Slovak and/ or Czech commands. English at a conversational level;
- Professional level of business insight and good commercial understanding;
- Minimum understanding of technical matters;
- Very good computer skills and familiarity with relevant software tools (MS OFFICE, EXCEL, WORD. Etc. – SAP & CRM expertise is an advantage).

## Personal Skills & Abilities Required:

- Fluency/ native/ near-native proficiency in Czech and/ or Slovak language, both written and spoken;
- Strong interpersonal and convincing skills;



- Ability to build and maintain strong relationships and network with multiple organization functions (inside and outside of Weidmüller);
- Team collaboration: working well with colleagues across different departments is one of the main assets;
- Organizational skills: capacity to manage tasks efficiently, prioritize workload, and maintain a structured approach to handle multiple requests and deadline;
- Excellent communication skills focused and coherent speech;
- Attention to details;
- Analytical skills;
- Strategic, structured, and creative thinking;
- Multitasking and distributive attention;
- Problem-Solving Abilities: ability to analyze issues, identify solutions, and resolve customer concerns promptly;
- Empathy and Patience;
- Responsibility and risk-bearing capacity;
- Ability to keep professional discretion and confidentiality.

### What we offer

- Professional development: you will be part of an international team committed to support you to learn new skills and shape a career path that fits you, with access to various learning platforms;
- Onboarding & Integration: we ensure a smooth and efficient integration through a structured onboarding program, complemented by the ongoing support of a collaborative team;
- We prioritize your well-being: therefore we're granting access to high-quality healthcare services through our comprehensive private medical insurance;
- Meal tickets: we support your everyday routine with meal tickets to make your workdays a little easier and more enjoyable;
- Gifts for Special Occasions: Easter Holidays, Winter Holidays, 8th of March for our ladies colleagues;
- Flexibility: we support a healthy work-life balance by offering flexible arrangements tailored to your role and responsibilities;
- Bonuses: performance bonuses as a reward of your achievements and referral bonuses as a thank you for helping our team growth.

Meet us here: <https://www.weidmueller.ro/ro/index.jsp>