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Customer Support Agent – Galway

Production Equipment Europe is a leading industrial distributor supplying over 35,000 products to customers nationwide. We are currently recruiting for a Customer Support Agent to work within our busy Customer Support & Sales team based in Galway.

Responsibilities

- Develop strong business relationships with new and existing customers
- Deliver first class customer service at all times
- Deal with customer enquiries by phone and email
- Increase business by maximising sales and up-selling to each customer
- Inform customers of the technical benefits of our products

Skills & Experience

- Experience in a similar role is an advantage
- Ability to identify customer needs and maximise sales opportunities
- Confidence to discuss the benefits and features of our products
- Excellent communication, organisation and administration skills
- Flexible, pro-active attitude
- Ability to embrace new ideas/initiatives when they arise
- Technical or marketing background a distinct advantage