

# SALES SUPPORT EXECUTIVE FRANCE

## ABOUT US

Since 1926, The Kapiteyn Group have successfully developed an expertise in the field of breeding, production and exports of flower bulbs and plants to professional growers, wholesale and retail worldwide.

From our Export facilities in Breezand, we export our products to more than 45 countries around the globe.

In order to maintain our current position and to sustainably develop the business in the long term, we are looking for a full time Sales Support Executive France.

## ABOUT YOU

Thanks to your passion for customer service and your “can do” mentality, you make everything work as smooth as possible for our customers as well as our organisation. You are an important contact for our clients in France and your colleagues.

You take pride in keeping our order system complete and up to date. In the mean time you act on potential bottlenecks and you resolve problems that may occur.

You like to work within a team, learning on the fly while your communication skills help you to build strong relationships.

## KEY ACCOUNTABILITIES

- To receive and to load the orders onto our ERP system, with all aspects like delivery planning, price accuracy and validity, packaging, labels, documents, minimum order policy etc.
- To monitor the order fulfilment process and to provide proactive early warning communication on potential bottlenecks and challenges. To be accountable for this communication.
- To liaise closely with all concerned departments (e.g. production, dispatch, finance) to try to resolve the bottleneck whilst keeping the customer and/or sales team fully up to date at all times.
- To build excellent relationships with key contacts of our customers, our sales team including an agency based in France, and colleagues in the different departments within the organisation.
- Where any orders, quotes, prices or master data are not entered correctly into the ERP system change them ASAP and clearly communicate this to the departments involved and ensure it is correctly going forward.
- To initiate and coordinate customer complaints in a timely manner.
- To start up credit and debit note procedure and arrange the issuing of the respective credit or debit note for on-invoice related issues.
- To respond to order-related customer inquiries.
- To update and maintain assortment and sales conditions at customer and SKU level.

- To support the sales team by providing data, reports and customer related analysis.
- To attend trade shows in France.

#### **YOUR PROFILE**

- You have at least a bachelor's degree in Business Administration.
- You have at least 1-3 years of working experience in customer care and sales support.
- You have excellent written and oral communication skills in French and English (Dutch not required but preferred).
- You have a keen eye for detail and have strong administration and problem-solving skills.
- You have good working knowledge of ERP systems and Excel.
- You are comfortable with working in an international environment.
- You are flexible, positive and friendly.

#### **BENEFITS**

- Salary conform to industry standard, depending on your experience
- 25 days of holidays per year on a full-time basis
- A collaborative and professional environment
- Opportunities to grow as a person

#### **ARE YOU INTERESTED?**

If the role of Sales Support Executive matches your profile and ambition, we would love to tell you a bit more about our company, and to learn more about you.

You can send your CV and cover letter by e-mail directly to [vacatures@kapiteyn.nl](mailto:vacatures@kapiteyn.nl)

We will contact you if your profile catches our eyes for sure!