

YOUR IDEAS.
YOUR CAREER.



Around 3900 employees worldwide work every day at Balluff on high-quality sensor, identification and image processing solutions, including network technology and software for all automation requirements. They are our shapers of the future. That's why, as a globally positioned family company, we always offer them the best conditions. Work with us on creating our customers' success and let's advance innovations together.

We are looking for passionate and result-oriented team players as

TECHNICAL CUSTOMER SUPPORT SPECIALIST

Marketing and Sales · Balluff Benelux · Office Location: Rosmalen, Netherlands

Your tasks

- As a Technical Customer Support Specialist, you are the direct contact person for our customers for all pre and after-sales enquiries (first level support)
- You will support our customers and the sales department with technical tasks such as product selection, product information or application questions
- You will independently process standardized commercial processes in connection with complaints and services, such as goodwill processing and repair services
- A central part of your job is the further development of the internal knowledge database as well as the continuous training on new products, technologies and tools
- The knowledge you gain will also be passed on to colleagues as part of our on-the-job training program

Your strengths and qualification

- You have successfully completed your technical training as an electronics technician for devices and systems; as a mechatronics technician for automation technology or a comparable apprenticeship also a successfully completed commercial training in a technical environment with a strong affinity for technology
- In direct customer contact, you will impress with your excellent communication skills – both on the phone and in writing - you are also characterized by your strong service and customer orientation
- English and dutch is no challenge for you
- You can build on several years of professional experience in a comparable role
- Ideally, you already have a good knowledge of Balluff products and can continuously develop this through your curiosity and thirst for knowledge
- In addition to your expertise in sensor technology and automation- and control technology, you have good knowledge of SAP and are used to working with a modern ticket system (C4C)
- You are also friendly and act thoughtfully and solution-orientated, even in stressful situations

Benefits

- Bonus arrangement
- Lease bike
- You will join a great team, local as well as international.
- You can work from home (2 to 3 days)
- Learning on the job, your colleagues and the online academy will help you learn everything you need
- A good pension arrangement
- 30 holidays (based on 40 hours)
- Lunch is provided at the office
- And next to having fun, of course good coffee, or tea

Application Process

If you're interested in filling this position, send your CV/LinkedIn Profile to Julia.booms@balluff.de and describe your attributes to the following relevant criteria with one or two examples.

- Passion (Why are you applying?)
- Personality (What makes you stand out for this role?)
- Vision (What is your vision of the future of the respective Market Segment?)

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