

Customer Sales & Product Support Technician

The Company

Due to continued growth, the family-run Allendale Group of Companies are looking for a number of enthusiastic individuals to join our friendly team. We are global importers, distributors and manufacturers of a wide range of electronic and mechanical engineering equipment. Our HQ, and the vacancies, are based in Hoddesdon, Herts, with office and warehouse facilities in the USA and China. Our ethos and what we are proud to be known for is always providing excellent customer care, before and after-sales service.

Successful candidates will be given full product training in one or more of our key product areas which include : Metrology Tools, Digital Readout Systems, Soldering Tools, Ultrasonic cleaning, Specialist Power Tools, Networking Antenna Equipment, Electronic Test Probes, Equipment Enclosures, Machine Tapping Tools, and Data Acquisition Systems.

Previous technical knowledge or experience in any of these areas would be a distinct advantage, but experience is not essential. An Engineering or IT qualification and/or genuine interest in this area is essential to be enthused to support and sell to our customers, old and new, helping them with their technical queries and good customer service.

Please visit our website for more information about us, and our Group of companies:

www.allendale-group.co.uk

Main duties

- Respond to technical customer enquiries and provide support ensuring their needs are met;
- Provide in-depth technical pre and post-sale advice by telephone;
- Pro-actively contribute to sales and up-selling to new and existing customers;
- Process Sales and Customer Purchase Orders;
- Assist senior sales staff with related administrative duties.

Skills and Experience

- GCSE or equivalent Grade A*-C in English and Maths;
- A related qualification in a Science, eg Physics, or NVQ/Level 2 or 3 Electrical or Electronics qualification would be a distinct advantage;
- Working knowledge of all MS Office packages including Outlook and Excel
- Professional, confident and polite telephone manner
- Previous work experience in customer services, internal sales and/or technical knowledge of any of our product ranges a distinct advantage
- Organised and confident individual able to work independently and a quick learner
- Good written English skills.
- As we import and export in a Global market, multi-lingual skills are a distinct advantage.