



## **CUSTOMER SUPPORT REPRESENTATIVE**

Full time permanent role; Monday to Friday; Exeter, UK

Founded in 1949, Vapormatic UK Ltd has grown into a global company, marketing one of the largest ranges of replacement tractor parts and accessories in the world and distributing products to a growing customer base in over 80 countries. Since 2001 Vapormatic has been fully owned by John Deere, supplying both Deere & Independent dealers with a broad portfolio of all makes quality parts.

Vapormatic has its head office based in the UK, with distributors located throughout the world, offering a comprehensive range of over 30,000 quality parts and accessories for all tractor makes and equipment. Customer focused, Vapormatic is committed to delivering its company values of Quality, Availability, Service and Value.

This is an exciting and varied role that will offer great experience of working in a busy Export Sales Department. Do you enjoy working as part of a team, would you like a varied and demanding role supporting the wider business? This role could be for you...

This dual language role (Spanish and English) reports into the Aftermarket Portfolio Integration Manager, within the busy Export Sales Department and has the following **duties and responsibilities**:

- Providing first class support to Customers, through customer service, customer order processing and account management.
- Primary contact for resolving any concerns and issues raised.
- Providing translations and language support.
- Distributes additional product/service information that is helpful to the customers.
- Maintains the accuracy and availability of customer related information online.
- Liaises with other functional groups, such as Engineering or Order Fulfillment, to respond to general inquiries.
- Assists in sales or support programs by outbound calls, including follow up with field staff.

### **Knowledge and Skills:**

- High level of competency in both written and spoken Spanish.
- Experience in customer support and can demonstrate understanding of customer business requirements.
- First class communication skills with the ability to negotiate and resolve issues with guidance.
- Good IT, Microsoft Office package and administrative skills.
- Relevant degree, similar qualification, or business experience.

### **To be successful in this role, you will need skills and attributes:**

- Managing one's time and resources to ensure that work is completed efficiently.
- Demonstrate consistently strong communication skills including written and verbal.
- Be organized and great at administration skills.
- Be proficient in Microsoft Office package.
- Be a strong team player and enjoy working with others to achieve the best result.
- Be committed to developing best practice.

The first 26 weeks of the role will be predominantly office based with potential for flexible working arrangements in the future. For the successful candidate, we offer a great working environment and competitive package. John Deere is an equal opportunities employer. For further details and to apply visit [www.deere.co.uk](http://www.deere.co.uk) Careers page, Job-Opportunities-UK.

**Closing date: Friday, 29<sup>th</sup> April 2022**