



## **Technical Service & Aftersales Coordinator - Specialist Manufacturer - Basingstoke, Hampshire**

Serving companies across the globe for nearly 40 years, we are a specialist manufacturer of high quality and cutting-edge sieving machinery and equipment. A fantastic opportunity has now arisen for a Technical Service & Aftersales Coordinator to join their team on the outskirts of Basingstoke.

If you're a dedicated engineering or manufacturing professional, this is a superb opportunity to develop your career with an expanding and successful business. Joining the business at an exciting time in its growth, you'll have the chance to progress within the company.

This exciting new aftersales position would suit a sales administration professional with good experience of sales admin, documentation, after sales customer care within a technical environment within the engineering, manufacturing or technical production industries. You will liaise with companies across the world as the export market is a significant part of the company's business, also with the opportunity to travel to meet clients and visit trade shows.

The ideal candidate will have the following skills and experience:

- Good aftersales, sales admin, customer service, technical sales, sales engineering service and parts experience and the ability to provide excellent technical customer service to clients over the phone and emails.
- Manufacturing, engineering, construction or technical background, industry experience is ideal or a technical aptitude and ability to advise clients on parts and technical matters (training will be provided on the company's product range)
- Good PC skills (Microsoft Office and CRM) you must have good literacy and numeracy skills.
- Excellent communication skills both written and verbal and ability to deliver excellent customer service.
- Excellent organisational and time management skills.
- Experience /ability to understand technical manuals and drawings.

Desirable:

- Knowledge / experience of SAGE. (or experience of other MRP systems)
- An understanding of process engineering within food, chemical, pharmaceutical or additive manufacture sectors.
- Second language

Key responsibilities of this sales service role include:

- Provide aftersales support and customer service.
- Handling customers' queries related to parts & technical matters.
- Have clear understanding of key parts, technical manuals and drawings.
- Handling customer complaints related to parts and equipment.
- Raising and tracking sales orders.
- Developing aftersales strategy with the sales and marketing teams
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Working hours: 37.5 per week over 5 days (Mon-Fri)

Holiday: 28 days

Benefits: Pension scheme & Private medical insurance

Salary: £ depending on experience

Applications to: [antony.hare@farleygreene.com](mailto:antony.hare@farleygreene.com)