



Vacancy

Customer Support Representative x2

The Company:

Vapormatic distributes and markets one of the largest ranges of aftermarket tractor, combine, and agricultural machinery parts to over 95 countries. The business is a 100% owned subsidiary of Deere & Company Inc. (John Deere) with a strong commitment to delivering quality, availability, customer service, and value.

The Role - Customer Support Representative

This full time (39 hours) position is an integral part of our expanding Customer Service Team who provide excellent customer service and support to our B2B UK customers and field sales team. The successful candidate will be required to proactively deal with all manner of enquiries relating to customer service, customer order entry and processing, product identification, and technical support, as well as being a first contact for resolving any concerns and issues raised. This Exeter based role reports directly to the UK Sales Manager.

The Candidate

The successful candidate will be able to demonstrate previous experience of working in a fast-paced customer driven environment. A customer focused and flexible attitude to work is essential, whilst possessing the ability to prioritize and work to deadlines. The essential skill set will include a good command of written and spoken English and be a first-class communicator with strong interpersonal skills. Knowledge of information systems including Microsoft Office, particularly with Excel and Word is essential. Experience of AS400 systems advantageous. The ideal candidate will have existing aftermarket experience and or a strong “parts background” who is used to dealing with and identifying parts.

The offer

The position commands an attractive remuneration package, participation in the company bonus scheme, contributory pension scheme, life insurance, and an enjoyable working environment.

Interested?

Apply via this link <https://www.deere.co.uk/en/our-company/john-deere-careers/>

If you have any questions, please direct them to james.ashby@vapormatic.com

Closing date: 21st February 2021