



**SONIC EQUIPMENT**

## **Customer Support Specialist** **-Fulltime-**

Are you our new Customer Support colleague who strives to provide the best support to our customers worldwide?

### **OUR DNA**

Sonic Equipment is the specialist in high-quality hand tools, filled toolboxes and premium storage solutions. Founded in 2004 and now a leading brand with sales in more than 65 countries worldwide. In addition to Automotive, Sonic is active in the Agriculture, Truck, Industry, Bicycles and Motorcycles sectors. Our goal is to provide the perfect solution for technical professionals, always with the right balance between design, quality and price. Inspiring technicians with confidence and enabling them to excel in their daily job with joy and satisfaction.

### **WHAT WILL BE YOUR PLAYFIELD AS OUR NEW CUSTOMER SUPPORT SPECIALIST?**

Our Customer Support team of 7 colleagues provides our customers worldwide with an excellent customer support experience and shows them that they are our number one priority.

You are our first point of contact for customers. For example, a customer calls you with a question about the delivery time of an order. You deal with it immediately and walk over to your procurement colleague to check the delivery time and inform the customer. After all, you like to resolve matters quickly and pro-actively. You have received a new email: something has gone wrong with an order. Together with your Warehouse colleagues, you make sure the problem is solved for your customer in no time.

You continue with the next request: a customer submits a warranty claim. You liaise directly with the account manager to quickly and clearly inform your customer whether his claim is covered by the warranty conditions. During the day, you therefore work closely with our Sales, Procurement and Warehouse teams in Purmerend as well as with the various colleagues at the Sonic branches in Germany, France and Austria.

Main responsibilities:

- Providing support to (international) customers with their sales orders via our web portal;
- Following up on customer queries on delivery times and quotations, technical questions and product-related queries;
- Performing credit checks and arrange transport for shipments;
- Handling escalations and warranty claims in a customer-focused and timely manner;
- Identifying and anticipating on upselling opportunities during the order process;
- Performing feedback calls with customers as part of the customer satisfaction survey;
- Identify and discuss opportunities to improve our customer support processes;
- Keeping our showroom at the head office up to date with the latest product range.

### **WHAT DO YOU GET IN THE ROLE OF CUSTOMER SUPPORT SPECIALIST?**

- Attractive salary (max. € 3.000,- at the start) and benefit package;
- Continual learning and development opportunities in an international environment;
- A flat, laid-back culture: everybody is encouraged to participate in discussions and contribute;
- A high-trust environment. We believe in giving autonomy to all our employees;
- Working from our modern and easy accessible head office in Purmerend (25 min. drive from Amsterdam) with the option to work 1 day per week from home;
- Monthly pension contribution;
- High staff discounts on Sonic products;
- "Work hard, play hard" mentality: table tennis, darts & football;
- Free lunch every Friday, fresh fruit and cooled drinks.

### **SONIC CORE VALUES**

Sonic is more than a company. We are a brand with big ambitions and strive to create a belonging and inclusive culture. We are successful in achieving our goals by putting our core values at the heart of everything we do. These core values are **Friendly, open & communicative, Hands-on, Pro activity, Teamwork, Responsibility and Customer orientation.**

### **WHAT DO YOU NEED TO BECOME A CUSTOMER SUPPORT OFFICER AT SONIC?**

- You have a completed MBO+ education in an administrative or commercial field or at least 2 years' experience in a similar position;
- You are fluent in Dutch and English.
- Fluency in German, French and/or Italian is a plus;

- Well experienced with MS Office;
- Enthusiastic hands on, commercial, customer-oriented, great sense of responsibility, proactive, positive. That's you!

## **CONTACT**

Are you interested? Apply now by sending your resume to [hr@sonic-equipment.com](mailto:hr@sonic-equipment.com). If you have any question regarding this vacancy, you can contact Saskia van Amersfoort via +31 (0)299 250 657.