

**Job profile: Customer |Care Executive**

**Location:** Mainz

**Salary:** 150 euros per Month (+ incentive)

# Company description:

Main company based in Germany (Mainz) but we have a subsidiary in Malta. This internship takes place in Mainz. ML Components GmbH is the premier distributor of semiconductors and electronic components.

Our extensive, worldwide supplier base offers our global customers quick access to difficult-to-find parts. We are a strong and rapidly growing company with a competitive, energetic and international work environment.

# Responsibilities:

# Responding to customers after sales inquiries; example delivery, payment, partial deliveries,

# shipping costs, defective product, refunds Etc…

# Contacting customers to offer an alternative part, requotes and upsells.

# This role involves working closely with the Purchasing department.

# This role will receive Active quotes from Sales Executives who leave the company.

# They will own the quote but not the company. If the company sends a requirement the Sales

# Executive will work on the requirement and will take over the quote if necessary.

# Must be Presentable, Patient to handle angry customers and skills over Crises Management

# To attend call inquires and transfer to concern dept.

# Requirements:

* Business or marketing-related degree or equivalent professional qualification.
* Relevant product and industry knowledge.
* Microsoft office proficiency Excellent communication and interpersonal skill.
* Strong written and verbal communication.
* Motivation, drive and a desire to achieve financial success.
* Strong command of the English Languages - additional languages are an asset.
* Sales or Business Development experience is an advantage.
* Organization and planning, Strategic thinking and problem solving

