

**WE ARE
INVISIBLE.**

YOU ARE NOT!

FUCHS is the world's largest independent supplier of innovative lubrication solutions, covering almost every industry and application. Our products and solutions keep the world moving even though they are not always visible. What matters is that each of our over 6,000 employees in over 50 countries is visible – their entrepreneurial spirit, ideas, and skills are the foundation of our global business. Come be seen at FUCHS by joining us as:

Customer Support Administrator

Division: Motorcycle

Location: Hanley, Stoke-on-Trent

Hours of Work: 9.00am – 5.00pm Monday to Friday (35 hours per week)

Your areas of responsibility:

The sales support administrator contributes to the overall effectiveness and efficiency of the sales team by providing administrative support, managing sales-related documentation, assisting customers, maintaining data accuracy, and collaborating with various stakeholders.

1. **Administrative Support:** Provide administrative assistance to the team, including managing calendars, arranging meetings, and preparing necessary documents, presentations, and reports.
2. **Customer Support:** Assist customers with inquiries, order status updates, and product information. Address customer concerns or redirect them to appropriate sales representatives.
3. **Data Management:** Manage and update customer and sales-related data. Ensure data accuracy and integrity by regularly reviewing and validating information.
4. **Sales Reporting:** Generate sales reports and performance metrics, including forecasting, sales analysis and activity reports. Consolidate data from various sources and present information in a clear and concise manner.
5. **Sales Team Support:** Provide administrative support to the sales team.
6. **Product Knowledge:** Develop an understanding of the company's products to effectively assist customers and support the sales team. Stay updated on product features, pricing, and industry trends.
7. **Process Improvement:** Identify opportunities to improve sales processes, workflows, and efficiency. Provide recommendations for streamlining administrative tasks and enhancing overall sales support functions.
8. **Cross-Functional Collaboration:** Collaborate with other departments, such as marketing and operations, to ensure alignment and smooth coordination of activities that impact sales. Act as a liaison between different teams, facilitating information exchange and resolving any interdepartmental issues.

Qualifications we are looking for:

- Minimum 3 years customer service experience in a business to business environment.
- Excellent Microsoft skills
- Customer focused
- SAP experience

These are your benefits:

- £Competitive Salary, Holiday Entitlement above Statutory, Pension Scheme, Employee Assistance Program, Flexible Working, Training opportunities for personal development, Supportive working environment, and Discounted Private Medical cover.

Do you have any questions? Nichola Hubball (nichola.hubball@fuchs.com) will be more than happy to answer them!

Come be seen at FUCHS – join our team and move the world with us!

<https://www.fuchs.com/uk/en/careers/jobs-at-fuchs/vacancies/>

MOVING YOUR WORLD

