

## Customer Service & Sales Executive

As a Customer Service & Sales Executive, you will thrive in a busy and target-driven environment, taking care of all aspects of the company clients' and partners' experience.

Customer Support is extremely important for Romy Foods and we hope to create a platform where our users are well supported with excellent quality, fast response time and accurate information.

Support includes but is not limited to: customer queries, lead generation, support sales and explore the market.

## RESPONSIBILITIES

- Acting as a first point of contact for all customers and third party providers.
- Handling customer communication in relation to incidents, service requests, roll-out of new features or other related matters in a timely and professional manner.
- Liaising with other departments to resolve customer queries in a prompt manner
- Organizing sales leads using Excel documents.
- Identifying and assessing customer needs to achieve satisfaction.
- Building sustainable relationships and trust with customer accounts through open and interactive communication.
- Providing accurate, valid and complete information to customers inquiring about our company.
- Identifying and targeting new customers through various online channels
- Managing and preparing offers to increase sales

## REQUIREMENTS

- Previous experience in customer service
- Excellent communication skills in **Swedish** and English – both spoken and written (French or German will be assets)
- Experience in using MS Outlook (primarily MS power point, MS Word, MS Excel, OneDrive)
- Preferred ICT industry knowledge
- Strong understanding of sales techniques
- Good communication skills (written and oral)
- A passion for technology in general with an aptitude to learn about product and market
- Experience in telephone sales and delivering presentations will be considered an advantage.

For the right candidate, the company is offering an attractive salary package along with benefits.

If you believe that you are appropriate for this role, please forward your CV to **[info@romyfoods.com](mailto:info@romyfoods.com)**



AFFORDABLE PLATED MEALS



UNIQUE DELIVERY SYSTEM



AVAILABLE AROUND THE WORLD



REDUCING FOOD WASTE



SUPPORTING AID GOALS