

# Customer Service & Inside Sales Assistant (m/f) – Saudi Arabia / 100%

## About IQAir

**IQAir AG is a worldwide leader in measuring and improving air quality. We help people lead longer, healthier lives by protecting them from air pollution and allergens at home, at work and on the go. At our Swiss Technology Center we develop and produce IoT air measurement devices and air purification systems for private, public and clinical applications. Our customers are governmental agencies, schools, medical facilities, Fortune 500 companies, embassies and health conscious individuals in over 100 countries. Our mobile air quality -app AirVisual and air quality data platform is used by over 50 million people around the globe.**

Join our global team of technical sales, support and marketing experts to help bring clean air to Saudi Arabia.

## Your Tasks

### Customer Service

- Handle inbound customer inquiries by email, WhatsApp or phone
- Address customer comments, suggestions, complaints, and issues
- Identification of technical issues with products
- Providing advice on the scope of application and use of IQAir devices
- Provide information on delivery times and stock situation
- Fraud management for e-commerce orders (verification & approval or cancellation)
- Coordination of repair orders - including returns & shipping

### Sales Administration

- Create and maintain customer information and records in our CRM/ERP system

- Order processing (prep. of purchase orders, order confirmations, shipping documents, and invoices)
- Support sales staff to process and initiate sales transactions
- Create reports contact and sales activity reports

## Our Requirements

- Completed administrative/commercial/technical education (or similar)
- Proven experience in customer service at an international company. Minimum 3 years
- Self-confident to discuss and close orders with private and commercial customers
- Technical support interest
- Fluent in English and Arabic (native), additional language skills are an advantage
- **Homeoffice available**
- Experienced in using customer service/ERP/CRM tools
- Stress resistant and reliable personality with very good communication skills internal and external
- Open-minded, flexible, and service-oriented with excellent problem-solving ability
- **Only candidates with Saudi citizenship can be considered**

## Our Offer

- Represent best-in-class air quality monitoring and air purification systems for residential, commercial and healthcare settings
- Competitive salary
- Training from and direct access to product experts from Swiss headquarters

## Place of Work

0 Jeddah, Saudi Arabia

Jetzt Bewerben