

## Bilingual Inside Sales & Customer Service Assistant

We are on the hunt for a like-minded individual to join the *Customer Service* and *Sales* teams as a *Bilingual Inside Sales and Customer Service Assistant* to join our office near the Research Triangle Park area of North Carolina. This role will be responsible for sales and service to both North and South America.

### The opportunity

As ENTTEC's new Inside Sales and Customer Assistant, you will contribute to the growth of our organization by playing a key role in establishing and developing customer relationships.

You will have a willingness to learn and have strong skills in communication, prioritizing and attention to detail. We are in search of an individual that is **fluent in both English and Spanish** to contribute to our diverse global company. This role is not a high-pressure sales role. Here at ENTTEC we do not use the hard sell approach but instead we focus on learning about each customer and help them find the ultimate products that suit their needs.

### What you'll do:

Reporting to the *Customer Service Manager*, you will:

- Source new sales opportunities through inbound leads, follow-ups, outbound calls and emails.
- Have a base level of technical knowledge of our products in order to answer basic product questions from prospects and customers.
- Consult with our in-house technical team for in-depth product knowledge and solutions to facilitate sales.
- Enter and qualify leads in Salesforce.
- Manage accounts and projects.
- Answer phones in a professional manner and direct calls to the necessary personnel.
- Assist and back up customer service with general customer and administration related functions.
- Other duties as necessary.

## What you can bring:

- Fluent (oral and written) in both English and Spanish.
- 2 – 5 years of work experience in customer interaction, which may include customer service, project management, sales, or tech support.
- Excellent knowledge of MS Office.
- Excellent verbal, written and interpersonal communication skills.

## Nice to have:

- BS/BA degree or equivalent is preferred but not essential.
- Previous experience with technical products is a significant plus.
- Experience with Salesforce (or other CRM packages) is preferred.
- A technical background, or a keen interest in new technologies and LED lights.
- Ability to organise and manage multiple priorities.

## Culture and Perks

- Medical, Dental, and Vision Insurance.
- Company paid holidays and time off.
- Retirement plan with employer contribution.
- An engaging small office work environment
- A full-time permanent role, starting ASAP.
- Knowledge sharing and cross-training when possible.
- Working with amazing people.
- No two days will be the same.
- Be part of a team who care and support one another.

This is your chance to work in a creative and high-achieving team. If you believe you have what it takes, then we'd love to hear from you. Email [jobs@enttec.com](mailto:jobs@enttec.com) or click on "apply now". Attach your application (cover letter and CV), telling us why you would be perfect for this role.

APPLY NOW