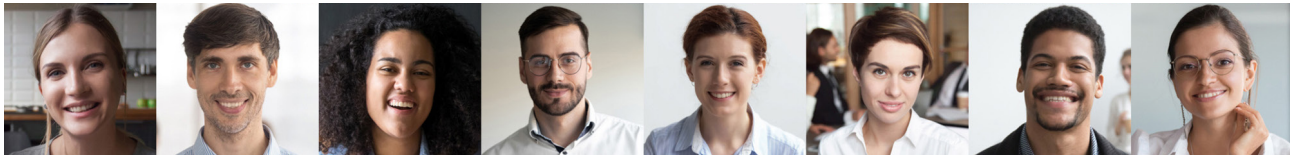




Technical & Sales Support on site (M/F)

Ref. TSS_FR_2406

Location: Roissy 95, France



About the job

Do you want to help build tomorrow's world? Welcome to Carlo Gavazzi, where we are designing, manufacturing and marketing electronic equipment. Our Group's products (sensors, monitoring relays, timers, energy management systems, solid state-relays, safety devices, fieldbus systems) provide automation solutions for the global markets of industrial and building automation across Europe, the Americas and Asia-Pacific through a network of 23 own sales companies and through more than 60 independent national distributors.

Carlo Gavazzi France is looking for a **Technical & Sales Support** who is passionate about resolving technical questions and customer service.

As a **Technical & Sales Support** Specialist, you will be responsible for providing technical and commercial support to customers, managing projects and products, conducting market and competitor analysis, and collaborating with key stakeholders.

You will report to the National Sales Manager and work closely with Product Manager, Customer Service Manager and Area Sales Engineer.

Key tasks and responsibilities

- Respond to customer technical inquiries by phone, E-Mail, providing efficient technical support with good elocution.
- Diagnose and resolve technical problems encountered by customers.
- Provide detailed information about our products and services, highlighting their benefits and helping customers make informed decisions.
- Keep the ERP system up to date, by providing information on solutions provided to customers, costing requests or any other activity.
- Collaborate with internal teams (sector sales managers, product managers) to develop personalized commercial proposals, taking into account customer technical requirements.
- Carry out requests for quotations, monitoring and relaunching of price offers from our customers and network of distributors.
- One-time customer service support: order processing and invoicing in our ERP system.

Requirements and qualification

Sounds great! Am I the **Technical and Sales Support** you are looking for? Let's see:

- Previous experience in a similar technical support and sales role.
- Strong technical knowledge in our business domain, with the ability to quickly understand new products and technologies.



- Excellent communication skills, both written and oral, with the ability to simplify complex technical concepts.
- Ability to resolve problems quickly and efficiently.
- Ability to work independently and manage priorities.
- Customer focused, with a desire to provide exceptional service and develop long-term relationships with customers.
- Technical training Bac +2 +3 in Electromechanics, Electrical Engineering or Automation, ideally supplemented by training and commercial experience.
- Knowledge of Office Pack, with advanced skills in Excel.
- Experience working with ERP systems (IFS knowledge desired).
- Knowledge of the main communication protocols Modbus RTU/TCP, M-bus.
- Proficiency in written and oral English.
- Customer oriented and able to adapt to different types of people.

Benefits

Why should you apply?

- You will be joining a team of enthusiastic and passionate colleagues
- You will be working on the design and development of truly unique products, end-to-end. Yes, you can be an inventor! There is nothing more thrilling than seeing your work out there on the market. Carlo Gavazzi is a fast-growing company, so you can grow with us and grow in your area of expertise or interest
- You will get an attractive salary package with a lot of extra benefits

And yes, Carlo Gavazzi is an award-winning company! We want to excel in what we do, it's no walk in the park but our hard work pays off.

Interested in finding out more?

Please send your CV to GlobalTalent@carlogavazzi.ch indicating the reference **TSS_FR_2406**.

Browse our website (www.gavazziautomation.com) or visit our [LinkedIn page](#)

The **Data Controller** is Carlo Gavazzi Automation SpA with registered office in Viale Lunigiana 46 - 20125 Milano, Italy - risorseumane@gavazziacbu.it.