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Sales and Customer Support Consultant

© This job is available in 2 locations [See all](#)  Support

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We are looking for a Sales and Customer Support Consultant to join our team in either France or Spain, to help support our Customer & Sales Support 1

You will serve as a point of contact for customer inquiries regarding products, orders, and submissions, coordinating processes across various depart

field sales representatives.


Type of Contract : Maternity Cover


In the role of Sales and Customer Support Consultant, you will be :


- Primary point of contact for customer inquiries via email and phone.
- Contact and support for customer issues, as well as taking actions to resolve these problems.
- Responsible for customer support within a regional area.
- Applying excellent customer service skills and exceeding customer expectations.
- Processing and creating quotations and inputting quotation details into billing software.
- Informing customers about new products and processes.
- Close collaboration with various departments within the company (logistics, laboratory, billing) to ensure that customer inquiries are handled promptly
- Maintaining and developing existing and new customer relationships via phone or email in close collaboration with the field sales team.
- Maintaining and updating customer master data using Salesforce.
- This role requires someone who can speak both French and Spanish.


What You Need to Succeed

- You have completed vocational training as an office clerk or have a degree in life sciences or veterinary sciences.
- You possess a strong service-oriented mindset, and verbal and written communication in French and English are among your strengths. Spanish is a pl
- You are proficient in using common Microsoft Office programs.
- You are motivated and enjoy working in a team. Moreover, you are not a fan of routine and love to be presented with new challenges.



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 I'm interested

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Your thinking and working style is characterized by both creativity and empathy, yet it is very detailed and precise.

You have problem-solving and analytical skills.

You can work independently and as part of a team.

This position is remote

Why IDEXX

We're proud of the work we do, because our work matters. An innovation leader in every industry we serve, we follow our Purpose and Guiding Principle worldwide keep their companion animals healthy and happy, to ensure safe drinking water for billions, and to help farmers protect livestock and poultry have customers in over 175 countries and a global workforce of over 9,000 talented people.

So, what does that mean for you? We enrich the livelihoods of our employees with a positive and respectful work culture that embraces challenges and learning and discovery. At IDEXX, you will be supported by competitive compensation, incentives, and benefits while enjoying purposeful work that dri

Let's pursue what matters together.

IDEXX values a diverse workforce and workplace and strongly encourages women, people of color, LGBT individuals, people with disabilities, members foreign-born residents, and veterans to apply.

IDEXX is an equal opportunity employer. Applicants will not be discriminated against because of race, color, creed, sex, sexual orientation, gender ident age, religion, national origin, citizenship status, disability, ancestry, marital status, veteran status, medical condition, or any protected category prohibite federal laws.

📍 Explore Location

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Interested in learning more about IDEXX? Join our talent network to learn about upcoming opportunities and learn more about us.

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Jobseekers Also Viewed

Technical Support Consultant - Veterinary Software

(<https://careers.idexx.com/us/en/job/J-039199/Technical-Support-Consultant-Veterinary-Software>)

📍 Available in 2 locations 📁 Support

Our Customer and Technical Support Consultants are the direct line between IDEXX and our customers. That is why they are so crucial to achieving This role is best suited to organized, passionate...

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Hi! Are you interested in this job?

Cloud Operations Engineer

(<https://careers.idexx.com/us/en/job/J-038240/Cloud-Operations-Engineer>)

🌐 Virtual United States 📁 Software & Technology

Hey moooo! That's Hello! from the team here at IDEXX Veterinary Software! Are you ready for a new herd? Greener pastures? Well we reckon we've got an opportunity that'll really get you moooving! We're...

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Field Application Manager

(<https://careers.idexx.com/us/en/job/J-039373/Field-Application-Manager>)

🌐 Virtual United States 📁 Sales & Marketing

As a Field Application Manager within the Water division, you will manage activities in a business unit/group/area/function/program. You will manage, assign work and evaluate results. You...

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Medical Laboratory Technician - Parasitology - Nights

(<https://careers.idexx.com/us/en/job/J-037791/Medical-Laboratory-Technician-Parasitology-Nights>)

🌐 St Petersburg, FL 📁 Laboratories

As a Medical Laboratory Technician (MLT) in the Parasitology department at IDEXX, you will be a key contributor at one of the largest veterinary diagnostic companies in the world. You will perform laboratory...

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Sales Support Associate (m/w/d)

(<https://careers.idexx.com/us/en/job/J-039056/Sales-Support-Associate-m-w-d>)

🌐 Virtual Germany 📁 Support

IDEXX wächst weiter! Wenn Du Lust auf einen tollen Arbeitgeber und spannende Aufgaben hast, bist Du bei IDEXX genau richtig! Als Sales Support Associate (m/w/d) bei IDEXX unterstützt Du das Vertriebsteam...

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