

## EMEA Sales Operations Specialist

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Company: Arrow Electronics

Location: Netherlands

Category: other-general

**\*Position:** EMEA Sales Operations Specialist **\*Job Description:** \*The EMEA Customer Experience \*team in our Intelligent Solutions division is looking for a \*Sales Operation Specialist, \*who will provide high quality, on-time implementation experiences for our more sophisticated customers. You will accomplish this through execution of an implementation plan and act as the focal point for, and interface with all stakeholders across multiple departments (Field Sales, Supply Chain, Finance, Engineering, Logistics, etc), as well as directly with the main customer contacts. You will be responsible of turning the Contractual Statement of Work (SOW) into reality. You will be part of the European Customer Experience team (colleagues are located in Germany, Sweden, UK, Italy, France, Spain, Belgium).**\*What You Will Be Doing at Arrow?\*** \* Be responsible for the \*day-to-day support and customer service \*activities for assigned accounts.\* Coordinate and deliver multiple, simultaneous projects of various sizes, in varying industries, and with varying complexities.\* \*Onboarding/managing capabilities \*for our most important and strategic customers and projects.\* Liaison between supply chain, supplier, and customer for longer-term development projects from conception to production.\* Coordinate between Arrow's internal resources (field sales, engineering, supplier marketing, integration facilities, purchasing and other corporate departments), vendor resources and customers\* Perform support functions to provide the highest level of service and customer satisfaction while maintaining efficiencies in corporate operational processes and procedures.\* Demonstrate a \*proactive approach \*and sense of urgency on our customers' behalf, anticipate our customers' requirements and communicate efforts.\* \*Order Management\*.: coordinate and implement New Product Introduction (NPI) from an

administrative perspective, and instruct and monitor order management, which is taken care of by the extended support team

- \*Customer Forecast management
- \*and\* demand planning
- \*in cooperation with supply chain and Demand Planner

Recommend Process Improvements where you see them.

Be Curious! Bring innovative ideas to the table

What Are We Looking For?

- \* A\*n engaged\* and \*ambitious\* individual who is \*eager to learn\*.\*
- You've got strong \*customer service skills, and you're an excellent communicator. You
- \*must enjoy \*daily contact with clients\* via phone, email, chat.\*
- Strong learning capabilities in system, tasks etc.\*
- Excellent written and verbal communication in \*English \*\*
- Customer-centric approach to ensure you deliver \*an excellent customer experience\*.\*
- Good understanding of how to manage global and complex customers, business and tools.\*
- Experienced in using internet-based chat, instant messaging, related communication tools, Office suite.\*
- Nice to have:\*\* Sales support or sales operations experience.\*
- Experience in the Technology sector.\*
- Knowledge of any additional language is a plus: e.g. \*French, German, Spanish, Swedish, Italian \*\*

What is in it For You?

- \* Full-time role
- \* Permanent contract with 6 months' probation period

Our story

Arrow Intelligent Solutions (AIS), a division of Arrow Electronics, is dedicated to transforming concepts into creations, ideas into innovation, designs into development. The AIS business fuels digital transformation in the age of innovation – simplifying the technology lifecycle and enabling our customers to create, make, manage, and take their products to market with ease and efficiency, by leveraging an extensive technology partner ecosystem, product and service portfolio, expertise, and scale. Our business is based on a trusted, long-lasting net of relationships with industry leaders, both on the supplier and customer side.

Arrow is an equal opportunity employer and is committed to creating an inclusive and diverse working environment by providing equal employment opportunity for all qualified persons.

Location:\* DE-Neu Isenburg, Germany (Frankfurter Straße)

Time Type:\* Full time

Job Category:\* Business Support

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