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## Vacancy Account Manager Inside Sales

Location: Netherlands - Nijverdal

Business unit: GreenFields

Level: HBO

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**TenCate Grass** is a global leader in the development, marketing and manufacturing of synthetic turf components and the design of synthetic turf systems for sports applications such as football, hockey, rugby, tennis and many other sports, as well as for landscaping and leisure. Our activities span the full value chain, starting with the manufacturing of grass fibres and backing, through the manufacturing of tufted, woven and hybrid turf carpet up to and including installation and maintenance of sports surfaces and landscaping projects. This allows us to take full responsibility for the quality and integrity of our products and systems, thereby ensuring full customer satisfaction. This is consistent with our ambition to be the best supplier in our industry. TenCate is a true global player, with manufacturing plants in North America, Europe, the Middle East and in Asia Pacific. Our direct sales presence in many countries is supported by strong relationships with partners in others.

**GreenFields**, a downstream brand of TenCate Grass, is a highly certified, specialist company with years of experience in the design and build of innovative turf systems around the world. GreenFields is a certified partner of FIFA, FIH and World Rugby and is recognized worldwide as one of the market leaders in the design and build of football and hockey fields, as well as other sports such as rugby. GreenFields operates directly in its chosen markets and is represented by a strong and longstanding international partner network.



Are you an outgoing and enthusiastic person committed to providing excellent customer service? Are you an effective communicator? Do you love sales and possess a winning spirit? If so, then at GreenFields we have an exciting opportunity for you as an Account Manager Inside Sales to join our Sales team based in our office in Nijverdal!

### **What will be the content of your job?**

As the Account Manager Inside Sales you will play a fundamental role in the sales process; from lead to order delivery. This role will focus on building and maintaining relationships with our distributors, partners and clients and delivering an excellent operational service to them. Together with the regional Sales Managers you will do to the outmost to create customer satisfaction. You will manage multiple priorities including client expectations during the sales process, prepare quotes, follow up on orders to reassure a smooth flow of the order processing, and solve client-related problems.

### **What does your typical workday look like?**

#### *Opportunity management*

- Qualify and follow up on leads, convert leads into opportunities, follow up quotations;
- Share product and system information (specifications, reference lists), send and deliver samples to customers.

### *Pre-Sales*

- Prepare quotations at the request of customers/dealers or Sales Manager;
- Determine prices, delivery time and delivery conditions in accordance with regulations and price list;
- Check the credit eligibility and determine the payment conditions of the customers in consultation with the Finance department;
- Coordinating (transportation)planning and delivery options.

### *Service leadership*

- Help and advice customers with their questions and decisions using the knowledge of the product portfolio.

### *Order management*

- Checking and handling incoming orders;
- Day to day communication with customers on the progress of orders;
- Monthly coordination with the customer regarding the forecast;
- Monitor the credit limit;
- Arrange transportation and exportation; take care of planning the transport of the end products, including export documents and customs clearance.

### *After sales*

- Handling complaints and monitoring customer satisfaction in the after-sales process;
- Monitoring and following up on outstanding invoices in consultation with the Credit Manager.

### **Who are we looking for?**

We are looking for an enthusiastic energetic and customer oriented colleague who has the drive to succeed. To be successful in this position, it is crucial to have strong relationship building skills and an ability to think outside the box to reach a solution. Besides this, you preferably have the following qualifications:

- Bachelor/HBO level with education in a commercial direction;
- preferably at least 2 years experience in a similar position, preferably in the synthetic turf industry
- in addition to an excellent command of the English and Dutch language, a good oral and written command of the French language is a pro.
- knowledge of Microsoft Office, CRM System, preferably Salesforce and ERP System, preferably Navision;
- knowledge and experience in Logistics/exportation is a pro.
- you recognize yourself in the following competences: communicative, committed, hands-on, eye for detail, team player and flexible;

### **Our offer**

After a comprehensive training program you will quickly learn our turf-solutions, the ins and outs of preparing quotation and how to process orders. Besides this, you are challenged to work within a dynamic organization in a fast changing environment. You will be surrounded by a great team of colleagues with passion for our business. We highly encourage new ideas, out of the box thinking and ambition to be the best at what we do. You will have the opportunity to contribute to this and to be part of the future success of GreenFields. It goes without saying, that a competitive compensation package is also part of our offer.

### **Ready to join?**

Please send your application to Marlinda Timmerman via [m.timmerman@tencategrass.com](mailto:m.timmerman@tencategrass.com). Your application will be reviewed against our requirements and we will be in touch shortly to provide you with an update on the status of your application. For more information please visit our website: [www.tencategrass.com](http://www.tencategrass.com).