



Smart home and building solutions.
Global. Secure. Connected.



KNX currently wishes to extend its Sales Team with a Sales Assistant **General**

Phone/Reception

- Giving first-level support for our ETS software tool and other KNX Apps
- Help customers find their way through the MyKNX online shop
- Evaluating the needs of our customers, advising the appropriate license model
- Managing office supplies
- Follow up building related issues with the real estate managers

Sales

Follow up the offer/order process via MyKNX

- assess offer requests from customers
- defining customers needs, control customers status according to KNX-specific categories
- advising appropriate software licenses or packages
- applying appropriate pricing
- guiding customers through the online order procedure
- giving after-sales assistance for software installation and licensing activation
- support with shipment issues

Customer care via ticketing platform & Phone

- customer support by phone or via support tickets
- dedicated personal customer support

Invoicing & finances via MyKNX

- check incoming payments and create final invoices
- assist customers with payment issues
- assist modification requests for invoices

Data analysis

- evaluation of statistic data
- together with Sales Manager and Sales Director:
preparation of specific campaigns to boost sales

Language skills

- | | |
|--------------------------|--|
| • English | high level in speaking, reading and writing |
| • German | high level in speaking, reading and writing |
| • French and/or Dutch | competent level in speaking, reading and writing |
| • Italian and/or Spanish | an added value |

Other skills

- MS Office: Word, Excel, Powerpoint

Interested?

Please send detailed CV and motivation letter (both in English) to: KNX Association – Serge Creola
serge.creola@knx.org