

ELECTUDE

Electude is the world's leading automotive e-learning company. We build upon 25 years of experience providing students with the most effective, engaging and enjoyable method of learning. We pride ourselves in focusing on equipping automotive instructors with the techniques, tools and training; ensuring their students receive the best educational experience possible. With clients in over 50 countries, Electude is a true educational innovator that provides the most comprehensive and effective automotive e-learning solution in the world.

We are currently looking for a fulltime:

Second line Commercial and Product support specialist with excellent German language skills

Working from Electude's head office in Nuenen, the Netherlands, you will be part of a small enthusiastic international team. We are looking for a self-motivated, energetic, smart team player to support our Dutch, German and other international teams. We need someone who is flexible and able to handle the unexpected, in a calm and collected manner. At Electude, you will work in a multi-national, high-energy, tech savvy company, with offices in multiple countries; providing you with the opportunity to experience a variety of new cultures.

What can you expect from Electude?

- Best in class product knowledge and a leader in its field.
- A multinational organization with a flat management structure.
- Competitive salary based on level of experience.
- Room for personal development and growth.
- No-nonsense, professionalism, trustworthiness and integrity.
- We are working hard to stay ahead in the market, but pleasure also plays an important role in Electude's corporate culture.

Responsibilities

- Commercial and product support to our German and International market.
- Maintain high-level customer satisfaction at each stage of the post-sales relationship; onboarding, follow-ups and daily support.
- Customer usage monitoring and training needs identification.
- Be the go-to person within the international team for both in house and customer facing issues.
- Provide product and systems training both internal & external.
- Create new knowledge while solving problems, document and share with the team.

Your profile

- High level oral and written language skills in German & Dutch, strong in English.
- Bachelor level or equivalent experience.
- 3+ years' experience in customer-facing activities.
- Enthusiastic approach to problem solving and customer service.
- Stress resistant and ability to prioritize.
- Strong organizational skills, attention to detail.
- Experience with LCMS (Learning Content Management System)
- Knowledge of computer systems, software applications and related subject areas e.g. Scorm, SSO, etc.
- An affinity with automotive and innovative technologies.
- Ability to transfer product knowledge and communicate technical issues to colleagues and customers with a variety of backgrounds in a way that is equally understood by the tech guru and the tech-challenged user.

Interested?

Please address your letter of application with your CV, by email, to catherine.roberts@electude.com, Global Marketing & Sales Support Manager.