

Customer Care Sales Manager

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Company: John Bean Technologies Corporation

Location: Sint-Niklaas

Category: office-and-administrative-support

Overview

We are looking for Customer Care Sales Manager, to support our Europe, Middle East, and North Africa (EMENA) region for our product scope in Preservation. You will report into our Senior Customer Care Sales Manager and work as a partner to our customers, collaborating with them on how to grow their business. Your experience will provide technical solutions, with a customer-centric approach. JBT is an international market leading company in the global food processing industry. We have offices in more than 25 countries all over the world. We are growing both organically and by acquisitions and are looking for new employees that want to grow with us! Responsibilities As our Customer Care Sales Manager you will: Be a primary contact for customers in the EMENA region, providing technical assistance, troubleshooting, and resolving any issues or concerns. Develop an understanding of our products, technologies, and solutions to communicate their value proposition to customers. Collaborate with JBT teams, including sales, engineering, and product development, to ensure seamless customer experiences and successful sales cycles. Conduct product demonstrations, training sessions, and workshops for customers to showcase the features and benefits of our solutions. Identify customer requirements, and provide tailored recommendations and solutions to meet their specific challenges. Build relationships with important customers, understanding their business objectives and aligning our offerings to support their goals. Keep abreast of industry trends, market dynamics, and competitor activities to identify new business opportunities Prepare and deliver technical presentations, proposals, and quotations to customers, highlighting the value and return on investment of our solutions. Collaborate with

the sales team to develop and then accomplish a sales plans, meet sales targets, and increase revenue in the EMENA region. Maintain accurate and up-to-date records of customer interactions, sales activities, and opportunities in the CRM system (SalesForce). Reporting is important. What are we looking for? We would like a Bachelor's or Master's degree in Engineering, or a related technical field. Technical acumen and understanding of complex products and technologies. 3+ years of experience with technical customer support or sales (in the EMENA region ideally) establishing communication and engagement with prospects, building rapport and conveying technical information to customers. Sound understanding of the food processing or preservation industries advantageous. That you are target focused, with a track record of achieving sales targets and driving business growth. That you can interpret data and market trends to make informed decisions. Fluent in English and French. Additional language skills such as Dutch, Spanish, or German advantageous. Travel will be within the EMENA region estimated at 50%-70% This role can be remote, or site based in the UK or France. Qualifications Total holidays dependent on candidate location UK or France Laptop, and mobile phone Yearly evaluation and merit increase plus bonus scheme Smart (home) working up to 2 days per week (if FT) Pension scheme Employee Assistance Program The ability to work in an established international and fast-growing company with great opportunities for personal development We are committed to equal employment opportunity regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender, gender identity or expression, or veteran status. We are proud to be an equal opportunity workplace. #LI-SW1 #LI-Remote

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