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Sales & Marketing Officer

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Company: Baunat

Location: Antwerp

Category: other-general

Your responsibilities

- You are the first point of contact for new and existing customers and advise them in their search for the perfect jewel.
- You support your customers via chat, email and telephone or during a personal meeting in our showroom in Antwerp.
- You follow up on incoming requests and process all details of the customer and his order in our CRM system.
- You work closely with your colleagues in Antwerp as well as with our international offices to ensure efficient order processing and a pleasant customer experience.
- For an efficient order processing you are in direct contact with the different parties involved such as our goldsmiths, setters and logistical partners so you get a clear picture of the product, the service and the possibilities.
- You also support other departments and colleagues by updating websites, translating blog texts and templates,... which gives you a varied range of tasks, a pleasant relationship with colleagues and expands your knowledge of the product.
- You think proactively about ways to provide even better service and to achieve higher conversion in line with the BAUNAT business model.

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