



## Ergotron – About the company

Ergotron, Inc. is a global company focused on designing and manufacturing kinetic work environments, so people can thrive as they work, learn and care for others. The way we interact with technology, collaborate with others and pursue our individual potential is changing. Ergotron supports this evolution with innovative solutions that eliminate constraint through movement in healthcare, education and general workspace environments.

The company has a 40-year history of innovation with more than 200 patents and a growing portfolio of award-winning brands. Ergotron is headquartered in Saint Paul, Minnesota, with a global sales and marketing presence in North America, Europe and Asia Pacific. All products are designed in the United States and manufactured in Ergotron's factory in China. Products include digital display mounting solutions, computer carts and charging solutions. For our EMEA headoffice in Amersfoort, the Netherlands, we are currently looking for a:

## Customer Engagement Representative (Amersfoort)

Ergotron offers a challenging position in an international organization with growth ambitions. A company with top quality products, contributing to a productive and healthy workplace. Ergotron is a company with high ethical standards and passionate, supportive colleagues. A company that stimulates personal development where you will find the flexibility and healthy work-life balance you crave. We offer competitive compensation and benefits in a supportive business environment that is built around a promise: To move you – physically, emotionally and intellectually.

## The position

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Primary functions of this position in a small call center environment are to act as liaison between customers, sales representatives, distributors and internal departments to ensure customer expectations are exceeded. Obtain and relay information to sales and customers concerning order status. Receive a variety of telephone calls, e-mails, online chats and faxes from customers for which responsibilities include (but are not limited to) receiving, processing, and confirming product orders, assisting customers with assembly instructions, providing shipping information, resolving billing questions and troubleshooting problems by phone.

## Responsibilities

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- Provide product and technical support to customers as tier one support; escalate to tech support as needed for customer issue resolution.
- Report, research and start corrective action for problems and complaints received from customers, partners or sales reps.
- Create Service Requests and NCR for tracking and issue resolution.
- Provide leads to the field sales organization.
- Assess enquiries from sales representatives, partners and end-users to determine communication flow to subject matter expert. in order to provide information on product availability and pricing, shipment tracing, updated order status and delivery information.
- Handle Return Material Authorizations from partners and end-user within the guidelines of the RMA policy. Follow-up on outstanding RMA's.
- Additional duties as assigned.
- Support "Lean Business Enterprise" initiatives for continuous process improvement and waste elimination.

## Position Requirements

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- Middle/Higher Vocational Education or similar.
- Ability to multi-task.
- Proficient in speaking, writing and reading English. Fluency in additional languages (German and /or French required).
- One to two years of customer service experience required.
- Proficient in Microsoft Office (including Excel, PowerPoint and Outlook), Oracle and Salesforce.
- Must be able to perform the physical requirements of the job as described to you for the position.

## Interested?

If you want to make a difference and join an exciting company with growth ambitions and an international team then we would like to hear from you! Please send your CV and motivation in English to [hr.emea@ergotron.com](mailto:hr.emea@ergotron.com).

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