

Customer Support and Sales Agent Belgrade

Farmia is a young innovative startup that works to disrupt old livestock industry. Our main goal is to help farmers and buyers to trade with farm animals.

Currently we are expanding our team here in Belgrade by hiring Customer Support and Sales Agent. If you join our young team you'll start experiencing fun side of working in prosperous startup. Specifically for you it means that your opinion will be acknowledged and encourage inside of Farmia, you'll have flexible working hours and while performing your daily duties you'll be surrounded by the people who are young, positive, diverse and passionate about helping farmers and buyers to trade with animals easier.

Here is the list of responsibilities and the required skills our candidate needs to possess to become eligible for this position.

Responsibilities:

- Managing and handling content of offers in Farmia database by contacting and conducting customers to increase information input level (price, description, multimedia).
- Making track of offers individually, keeping them updated on Farmia platform in terms of price, offer quality and offer availability.
- Contacting and informing future customers about Farmia brand and service.
- Helping and solving inquiries, requests and complaints of a customer.
- Contacting business buyers, informing and presenting to them the available offers of Farmia database and conducting the sales process.
- Getting and analysing customer feedback and giving the report to business and engineering team of usual troubleshoots and complaints.
- Handling customers requests received through phone, SMS, Zopim and E-mail.

Required Skills:

- An excellent telephone manner and the ability to communicate with customers at all levels.
- Goal-oriented, self-motivated, self-disciplined confident, organised competitive, thorough and tenacious.
- Clear verbal communication skills.
- Strong demonstration skills.
- A proven track record - awards for sales performance would be is a plus.
- MS Office and good computer skills, accurate typing is a must.
- Previous experience in Customer Support or Sales is advantage.
- Degree in agriculture, sales, economics is a plus.
- Fluent in English, spoken and written.
- Advanced in German, Italian and/or Hungarian is a plus.

Personality:

- Customer and service orientation.
- Positive attitude.
- Independent and problem-solving kind of person.
- Ability to organize and communicate information clearly.
- Passionate about agriculture.

Benefits:

- Opportunity to learn and improve.
- Working with a positive people.
- Working in pleasant ambience.

Interested in applying? Send us your CV and motivation letter on info@farmia.co.