231 2836 Samsung call center specialist in the field (m/f/d) Samsung call center specialist in the field (m/f/d)  
The TMS Group in Frankfurt is one of the leading trade marketing agencies in Germany. Our customers are the focus of everything we do: we support them in all areas of classic field, sales and trade marketing.  
What makes us different? We combine the potential of committed people with digital sales processes - this allows us to act quickly, flexibly and, above all, in a service-oriented manner. We go the extra mile for our customers.  
Maybe with you soon?  
  
We are looking for you as a Samsung Call Center Specialist in the field (m/f/d) in the field of smartphones/wearables as soon as possible. Become part of the Samsung Germany team now.  
  
We offer:  
• Lucrative compensation package  
• Company car (VW Passat Kombi) incl. fuel card, also for private use  
• Safe workplace, despite Covid – 19  
• State-of-the-art and most innovative Samsung hardware equipment including all new products on the market  
• Mobile workplace on site in the call centers, as in the home office  
• Professional onboarding and personal mentor support  
• Motivated teammates  
  
 Your talent:  
• Professional experience in the call center / existing customer care  
• Good product knowledge in the field of smartphones / wearables  
• Existing network in the mobile communications provider call center channel at decision-maker level or  
 comparable network  
• Several years of experience in field service in the provider business or as a sales agent in a call center  
 (Telephonica, 1&1, Mobilcom Debitel)  
• Very good sales skills  
• Sociable, structured and responsible way of working  
• Engaging, winning and very personable personality  
• Very good rhetorical skills and moderation skills  
• Anything is possible attitude  
• German (fluent) and English (advanced) both spoken and written  
• Good MS Office knowledge  
• Drivers licence class B  
• Willingness to travel  
  
Your tasks:  
• Samsung brand ambassador and first point of contact for the call centers of mobile phone providers  
• Maintenance and expansion of existing customer relationships  
• Interface between Samsung Marketing, colleagues in the provider Salesforces and  
 Call center project managers and team leaders  
• Active development of new call center relationships with all relevant decision makers  
• Active networking as a Samsung brand ambassador with all relevant decision-makers and agents  
• Independent and sustainable development of a successful customer relationship (measurable in  
 sales figures and in-house share)  
• Planning, management and implementation of incentives, kick-offs for new products and  
 target agreements  
• Support of the Samsung Training Team in offline and online product and sales training,  
 as well as presentation and communication of promotions and campaigns  
• Supervision of the POS according to the Samsung Guideline  
• Independent development, implementation and reporting of regional measures for  
 Increase in sales including budget planning field worker None 2023-03-07 15:51:00.911000