

ETNA Coffee Technologies is an innovator and developer of professional coffee machines for use in office settings and light catering and hospitality. All our models are developed and produced in The Netherlands and are of the highest quality, with reliability and robustness as the overarching design drivers. The coffee machines are sold by ETNA to operators, dealers and coffee roasters. Our current sales activities are increasingly aimed at the European market. Our products are sold in over 20 countries worldwide, with a focus in a number of European countries, including Scandinavia. In the coming years, we expect significant export growth, and Scandinavian countries will be an important part of that. For the facilitation and support of this growth from a strategic and operational standpoint, we are currently seeking a

Technical/Commercial Agent

For this challenging position, we are looking for a technically proficient person who preferably also has experience in our industry. It is important that the candidate is professional and solution-oriented.

It is crucial that you are able to communicate clearly, especially with respect to technical aspects. You will have a key role in training our partners and clients. You will be responsible for giving technical advice and support to our partners and clients, as well as for the interface to our factory in Doetinchem with respect to further technical developments and verification of the implementation of local market requirements.

Your duties will include:

- Planning and execution of technical trainings for the technical staff of our sales partners & clients
- Technical presentation of our coffee machines to clients & sales partners in collaboration with the Sales Manager
- Communication of technical developments, novelties and improvements to sales partners and clients
- Installation of test and showroom appliances
- Telephone & personal technical support for malfunctions & questions from customers
- Determination & evaluation of market & customer driven product requirements
- Initiation & coordination of product changes in consultation with our head office in Doetinchem
- Documentation and management of activities at customer locations in the CRM system

What we are looking for:

Education and experience

Required school program:	<i>MBO</i> (intermediate vocational training)
Education/training program:	Technical / industrial
Driver's license:	Yes
Software / IT:	MS Office (very good proficiency), ERP/CRM systems (basic knowledge)
Work experience:	3 to 5 years in a similar position
Language proficiency:	English: Good knowledge (speaking and writing)

Personal characteristics

- Customer-oriented
- Capable of working independently
- Able to work under pressure
- A "hands-on" mentality
- Goal-oriented
- Assertive, with good communication skills
- Willingness to learn Dutch

What we are offering:

A professional work environment in which you are given the freedom, trust and space to develop to the next level within a dynamic technical firm with a decidedly informal work climate. On top of a good salary, you can of course also count on unlimited cups of hot, freshly-brewed coffee!

Has your interest been peaked, but you still have some questions about the position? Don't hesitate to contact Anne Sprenkelder (HR Manager). To apply to the job, send your CV with cover letter to hrm@etna-ct.com, Attn. Anne Sprenkelder, making sure to mention 'Technical / commercial agent (Scandinavia)'.