



STS – JOB OPENING

Job title: Customer Support / Sales Representative

This is an excellent opportunity to join a dynamic, family-run B2B company with a global presence. We are seeking a candidate to complement our sales team while taking ownership of customer support functions, ensuring quality at every level of the business.

The role is varied, encompassing both sales and customer support tasks. These include quoting customers for spare parts, unit repairs, modifications, and retrofits; providing accurate documentation; responding to inbound sales inquiries; and proactively contacting past customers to ensure optimal equipment performance.

The position involves technical troubleshooting of industrial equipment, making it ideal for an engineering or technical-minded individual who enjoys solving problems. The right candidate will be detail-oriented, confident in troubleshooting and communicating solutions, and thrive in a fast-paced environment.

We are a small company operating across six continents, specialising in designing and manufacturing high-quality manual handling equipment, with a focus on industrial drum-handling solutions. Our machinery is supplied to diverse industries worldwide through direct sales and a network of distributors.

Requirements:

- Previous experience in a sales or customer support role, ideally within a technical or industrial sector.
- A team player capable of multitasking effectively between sales and customer support tasks.
- Comfortable managing telephone and email communications, providing clear and professional responses.
- Strong organisational skills and a proactive approach to problem-solving.
- Excellent written and verbal communication skills, with accuracy and precision.

Main responsibilities:

- Preparing proposals and quotes for clients, resellers, and foreign distributors.
- Providing customer support, including troubleshooting equipment issues, organising repairs, demonstrations, and rental equipment.
- Developing in-depth knowledge of our products to discuss them confidently and provide technical guidance.
- Responding to inbound customer inquiries via telephone and email.
- Updating the CRM database to record sales and support activities.

Qualifications and skills

- Minimum of five GCSE grades C to A* / 4 to 9 or equivalents.
- A-levels, equivalents, or higher levels of education preferred.
- Proficient in the use of Microsoft Office suite (Outlook, Word, Excel).
- Experience using a customer database (CRM) such as Salesforce or similar.

**Non-essential skills and experience:**

- Previous experience in an engineering, machinery, or agricultural role.
- Experience reading technical drawings or using 3D CAD software.
- An ability to speak one or more foreign languages would be beneficial.

Salary: £28,000 to £38,000 based on experience

Start date: As soon as practicable

Hours: 40 hours per week

Annual leave: 31 days (includes 8 UK bank holidays)

Location: Leedstown, Hayle, Cornwall

How to apply:

Please apply in writing including your CV by email to zac@sts-trolleys.co.uk. Please include a cover letter detailing why you feel you are a good candidate for this role.