



VACANCY

Brother International Europe Ltd.

Job Title: Customer Information Senior Coordinator
Reporting to: S&S Senior Manager – Simon Stones
Department: S&S
Salary: Competitive

An opportunity has arisen to join our Services and Solutions Department reporting to the S&S Senior Manager. You will be working as part of a small team within the busy Services & Solutions Department, in a varied and challenging role. Based primarily at Brother International Europe (BIE) in Manchester, there may be some occasional requirement to travel across Europe.

If you have an interest in CRM and Customer Insights and have a head for analysis and reporting then we would like to hear from you.

Objectives:

- Maintaining and developing customer & management information databases
- Supporting the S&S Manager in all aspects of reporting sales within the department.

Main Tasks:

Support all aspects of Brother's services and solutions division and assist the Senior Manager in all Sales and Customer Information reporting requirements.

- Input, update and extract data from multiple customer/management information databases.
- Creation and administration of reports to support sales and marketing teams in BIE and Sales Offices
- Establish and support development of CRM and connected systems to increase customer understanding and increase sales.
- Work closely with commercial and marketing departments in BIE and Sales offices to ensure findings are fed into relevant teams for use in sales & marketing activities.
- Interpret customer behaviour and segmentation to assist in the creation of initiatives to enhance revenue streams
- Offer training and support for sales offices and departments.

Requirements

Essential

- Educated to degree level in a Business, Marketing or Research related qualification.
- At least 3 years experience in Salesforce CRM system management
- Experience with salesforce reports and dashboards
- Strong analytical skills with a keen attention to detail.
- Highly motivated and proactive, in both individual projects and as part of a team.
- Excellent communication skills, both verbal and written.

Desirable

- Good knowledge of Microsoft Office applications, particularly Excel.
- Commercial understanding of the sales and marketing process.
- Knowledge of legal and regulatory frameworks for data management
- Working knowledge of other European languages / cultures.

This is a fantastic opportunity and interested candidates should send a detailed CV to recruitment@brother.co.uk Human Resources Department, Brother International Europe Ltd.

Closing date: 22nd October 2014