

Sales Technical Support Engineer

(Ref: STSE24)

About the job

HERACLES Group, Greece's leading company in the field of building materials and a member of Holcim, is seeking to cover the position of **Sales Technical Support Engineer** for our Head Offices in Athens.

Role & Key Accountabilities

The purpose of the role is to provide focused technical support and advisory services to the customers, implement BU product value proposition per segment and build competitive advantages to the customers and strengthen their growth.

- Support cement sales force in technical issues
- Organize & participate regularly on customers sites visit
- Contact with construction companies and big clients' technical staff (sites visits)
- Support cement customers in their mix designs and address customer complaints related to product usages
- Cooperate with the plant in order to combine customer product expectations with plant quality targets
- Supervise IQP process (Quality contract between Sales & Plants)
- Liaison with EKET lab, Lafarge Beton Quality team and external labs
- Support product promotion to the market from the technical aspect linked with commercial strategy and tactics
- Investigate the possible introduction to the market of new products
- Participate and support the design of new products
- Monitor competition cement performance
- Participate in congresses and academic meetings related to cement and concrete issues and participate in Cement and Concrete regulations meetings

Qualifications & Skills

- University degree in Engineering, mainly Chemical, Civil or Mining.
- 1-3 years professional experience in the construction products industry, ideally cement and concrete.
- Fluent in English.
- Microsoft Office Suite.
- Good knowledge of cement and RXM technology, qualities and properties
- Technical credibility , knowledge of quality standards and technical regulations
- Technical ability to learn about new products and to approach new segments
- Very good communication and listening skills
- Adaptable to talk to different levels and build networks (internal and external)
- Focus on Customer & results
- Ability to motivate and coach sales representatives
- Decision making, Influencing and persuading skills
- Team working & adaptability

The company offers:

- A unique opportunity to work for a leader player in the building industry.
- Continuous training and career growth opportunities within an international Group.

Applications:

If you wish to apply for this position, please visit our website <https://www.lafarge.gr/doyleyontas-ston-omilo-iraklis> . All applications will be treated with strict confidentiality.