

Astara Western Europe – Sales Support Assistant

We are looking for a Sales Support Assistant to join our astara team

Astara Western Europe NV is part of the Spanish astara Group, an international company specialized in open mobility solutions. The automotive landscape is currently in full transition due to digitalization, electrification and new forms of mobility. Astara has been working to implement its own distribution and mobility ecosystem to respond to today's challenges, such as achieving more sustainable and energy-efficient mobility and better digitalization. Astara will offer a whole range of products and services focused on mobility such as (in addition to classic ownership) subscription packages, B2C and sales through new channels, all supported by a digital platform that allows interaction with customers through the different steps in the customer journey. Within the distribution section, astara Western Europe is an importer of several brands of passenger cars and light trucks. Currently, the portfolio includes Hyundai (Belux) - Suzuki (Belux) - Maxus (Belux/DE) - SsangYong (Benelux/DE) - MG (Belux) - Isuzu (Benelux/PL/DE/CZ/SLO/AUS) - Silence (Belux) - Microlino (DE) and Mitsubishi (PL). New brands are in the pipeline.

For the head office of astara Western Europe NV, and more specifically for the Sales Support department (located in Kontich), we are currently looking for a Sales Support Assistant.

Imagine ... You will be joining a fun team in which you will have a lot of contact with the other departments of our organization. Ready, set, go! From day 1, you will be given the space to use your analytical brain to optimize your day-to-day responsibilities. Want to know more? Then be sure to read on!

What does a job as a Sales Support Assistant look like?

The sales team is the main link between the importer astara Western Europe and the dealer network. As Sales Support Assistant, you are responsible for the support of your commercial colleagues and a flawless service to your customers, being the dealers. You work in a team of 8 Sales Support Assistants and report directly to the Lead of Sales Support.

Following tasks are part of your responsibilities:

- Provide dealers with the correct information regarding commercial actions, fleet conditions, credit notes, etc;
- Following up and monitoring the implementation of commercial actions and premiums;
- Preparing and processing credit notes and reporting commercial figures;
- Providing reports to the Sales Manager, Regional Managers or other departments;
- Assisting dealers with questions and comments, both by phone and e-mail;
- Ensure that dealers can find all information on the central communication platform;
- In this role, you will work together with the various departments (account managers, dealer development, logistics, invoicing, product and marketing) and contribute to the good relationship between the dealer network and astara Western Europe.

What do we expect of you?

- Experience as an **administrative** assistant or **commercial** inside sales is a big asset.
- You are **bilingual** Dutch-French.
- You are **results-oriented, stress-resistant**, able to work **independently** and to think in **priorities**.
- You have a **numerical** and **analytical** mind.
- You take a **proactive** approach and participate in thinking about process **optimization**.
- You have a **commercial** flair, and your **customer friendliness** is top notch.
- You possess strong **social** and **communication** skills.
- You are **digital minded** and can easily handle **MS Office** (mainly Excel).

What do we offer you?

- A broad administrative position within a cool team where initiative and responsibility are encouraged.
- You will receive an attractive salary package in line with your expertise, including a wide range of fringe benefits such as a company car with fuel and/or charge card, meal vouchers, group and hospitalization insurance, etc.
- You will join a great organization (with an excellent coffee corner ...) with an open culture and plenty of opportunities.