



The Classic Trader GmbH operates the first truly international marketplace for classic vehicles on the Internet at [www.classic-trader.com](http://www.classic-trader.com). Classic Trader is continental Europe's market leader for classic automobiles and motorcycles and plans to extend its business in the UK. The objective of Classic Trader is not to be recognized as an anonymous SAAS provider but as a partner for sellers, buyers and enthusiasts of classic vehicles. Classic Trader currently represents a trading volume of more than 500 Million Euros on site and launched its own classifieds magazine in Germany at the beginning of 2016.

Due to recent company expansion, an opportunity has arisen for an

### **Account Specialist UK (m/f)**

You will be responsible for managing the onboarding process as well as the development of assigned dealer partners to maximize revenue opportunities and minimize customer cancellations. You will work to maintain existing accounts via outbound calls and demonstrate Classic Trader solutions and products to assigned dealer prospects.

#### **Key Responsibilities:**

- Servicing and growing of our international clients.
- Acquisition of new customers and partners.
- Proactively monitor and analyze account performance and ensure an ongoing quality of business.
- Answering phone calls and e-mails (First-Level-Support).
- Documentation of customer-specific information in our CRM-system.
- Responsibility for key accounts and account customer listings.
- Support of sales team e.g. preparation of offers, account- and market reports.
- Continuous feedback regarding customer satisfaction, product, processes and tools.

#### **Key Skills and Experience:**

- Bachelor's degree is preferred. We will consider strong work experience in customer support in lieu of a degree.
- Passion for a classic vehicle environment.
- Highly motivated and ambitious with a positive "can do" attitude.
- Ability to manage own workload independently, multi-task and prioritize effectively.
- A high degree of autonomy and organization in managing multiple accounts simultaneously is essential.
- A high degree of sensitivity for customer expectations and product improvements.
- Internet affinity, advanced user of all Microsoft Office programs and first experience with CRM systems.
- You are used to work self-reliant, structured and targeted.
- You are used to talk on the phone and have strong communication skills.

#### **Would you like to join our team?**

We are looking forward to your digital application including your earliest possible starting date and your desired salary to [jobs@classic-trader.com](mailto:jobs@classic-trader.com).

***Classic Trader is an equal opportunity employer and welcomes applications from all qualified individuals regardless of race, sex, disability, religion/belief, sexual orientation or age.***