

## Role Profile

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**Job Title:** Customer Technical Assistant  
**Department:** Technical / Commercial  
**Reports To:** Senior Commercial Manager / Laichingen General Manager

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### Role Overview

The Customer Technical Assistant will support all technical aspects of our German Customer accounts. The candidate must have “customer facing” experience and will be responsible for all of the day to day technical duties, for building firm relationships with the retail technical managers and for driving the product category forward from a technical perspective. The Candidate will support the Senior Commercial Manager in non-Customer related issues when applicable.

### Main Duties

- Be the first point of contact for the retailer technical managers. Be seen as the expert in the product on all technical aspects
- Successfully manage all technical aspects of the retailer accounts, for e.g. technical libraries, product specifications, label re-designs, range changes, retailers visits, managing KPI data (complaints, rejections etc)
- Develop quality improvement plans that reflect retailer agenda working with other teams in MM, drive and deliver the improvements for the retail accounts, helping to drive the product category forward
- Build firm working relationships with the retail technical managers
- Support the Senior Commercial Manager in Customer related queries other than Technical

This is not an exhaustive list and is subject to change and amendment.

### Competencies to perform the role

- Personable with excellent communication skills
- Excellent computer skills
- Ability to demonstrate a positive attitude at all times and particularly under pressure
- Self-motivated and the ability to work in a team
- Strong organizational skills
- Team player
- Leadership skills
- Ability to excel in a dynamic fast paced environment

### Experience and Qualifications

- Food science degree (or equivalent)
- Minimum of 3 years’ experience in a similar role
- Customer facing experience is essential

**Other significant role requirements**

- Willingness to travel within Europe
- Valid driving licence and access to a car