



## المشرق لخدمات الري ORIENT IRRIGATION SERVICES Landscaping

**Job Title: Golf & Turf Customer Support Specialist | UAE**

**Reports to: Head of Sales & Aftersales | Machinery**

### **Job Description**

Orient Irrigation Services have an exciting opportunity for a motivated Golf & Turf Customer Support Specialist in the UAE. We are looking for an individual to support our growing Golf & Turf machinery sales across UAE, supporting market leading brands including John Deere, Campey, Tru-Turf, Dennis/SISIS, Trimax Mowing Systems and Wiedenmann. The successful candidate should be a forward-thinking individual preferably with knowledge of modern Golf & Turf machinery. Good IT skills are essential so you can use all of the technical support tools we have available. The successful candidate would also benefit from knowing the local area. We offer a competitive salary for the successful applicant with bonus, medical insurance and company car.

### **Responsibilities**

- Represent the Dealership in the technical support of machinery and training to customers in the UAE.
- Maintains current product knowledge on features and benefits of all equipment, services potentially saleable by the dealership and attends relevant service training events.
- Monitors competitor activity and products and communicates to the sales management accordingly.
- Respond to basic issue escalations promptly and appropriately; provide managerial approvals as required.
- Conduct field demonstrations.
- Execute product handover and product optimisation training.
- Builds strong and loyal relationships with all customers.
- Monitors trends in customers' business activities and communicates timely to management.
- Provide exceptional service to customers to encourage continued use of the organisation's products/services.

## **Skills & Qualifications**

- Preferably 3+ years in a technical support role. Ideally within a Golf & Turf dealer business.
- Strong knowledge of Golf & Turf machinery, and golf course operational practices.
- Ability to use standard computer applications, internet functions & sales tools.
- Familiar with John Deere and competitive products, with the ability to deliver training to groups of customers.
- Ability to analyse and interpret internal reports.
- Strong communication skills, both written and verbal.
- Ability to work extended hours.

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