



*Our Precision, Your Advantage*

To support our Sales Team in Aschheim (Munich) we are looking for:

## **Technical Support & Sales Specialist – Automotive Aftermarket (m/f/d)**



### **About us:**

KYB Europe GmbH is a subsidiary of the Japanese KYB Corporation and serves the European markets. With more than 14,000 employees, the KYB Group generates an annual turnover of around 3.8 billion USD. KYB realizes 60 percent of this with the sale of automotive shock absorbers. The company is one of the world's leading manufacturers of shock absorbers, springs and accessories and is one of the largest suppliers of original equipment. With 15 factories in Asia, Europe, and the United States, KYB has an annual production capacity of more than 75 million shock absorbers. KYB Corporation exports its products to more than 100 countries.

### **Your general mission, role and duties:**

You will be part of the company's Sales department. You will assist customers in resolving issues concerning products or service. Furthermore, your main tasks will include:

#### **Sales & Customer Engagement**

- ◆ Regular customer meetings and follow ups
- ◆ Development and expansion of existing customer relationships
- ◆ Visit and develop potential customers in Germany
- ◆ First point of contact for customers on a regular basis
- ◆ Identification of upselling and cross selling opportunities



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### Technical Support & Training

- ◆ Planning, preparation, and delivery of customer and workshop trainings for KYB products
- ◆ Providing technical explanations and product demonstrations
- ◆ Handling and processing of warranty claims
- ◆ Investigation and resolution of customer complaints

### Office & Operational Responsibilities

- ◆ Monitoring and controlling customer stock
- ◆ Sending price list updates and product information
- ◆ General customer support of all types (phone, email, CRM)
- ◆ Processing all kinds of customer inquiries
- ◆ Support in planning and organizing trade shows and events
- ◆ Support in payment reminder processes
- ◆ Coordinating Sales, Customer Service, Supply Chain, and Finance to ensure fast and accurate customer responses
- ◆ Maintaining Excel files, reports, forecasts, and analysis

## This is what we expect from you:

- ◆ Training as a motor vehicle mechanic or technician & experience in administrative office tasks
- ◆ Strong technical understanding (ideally suspension / shock absorbers)
- ◆ Ideally workshop background
- ◆ First experience in a comparable position
- ◆ Outstanding written and verbal communication skills
- ◆ Willingness to travel (50–60%)
- ◆ Valid driver's license (Class B)
- ◆ Strong orientation to achieve results by establishing priorities and minimize non-productive work
- ◆ Business fluent in German and very good English



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## This is what we offer to you:



An inspiring and truly international working environment.



A modern company with high innovative strength.



Attractive salary and additional benefits as well as further training and education.



Intensive introduction and onboarding to the job role, intensive training & support from the team



Fair working hours, flexitime partial home office



VWL subsidy, Commuting subsidy.



Takeover of the existing company pension plan.



Much more.

## Interested?

Please send your application in English, preferably by e-mail, including your salary expectation and earliest possible starting date to:

**Olga Schmunk**  
**Senior Manager Human Resources**  
[karriere@kyb-europe.com](mailto:karriere@kyb-europe.com)