



ESAG AG is the aftersales service centre for leading IT brands such as **CANON, EIZO, EPSON, HUAWEI, HP, IBM, LENOVO, LG, NEC, OPTOMA, SAMSUNG, SHARP** as well as for manufacturers of automation systems such as **BD Rowa Technologies**.

We are offering a 12-month internship position in the commercial area from August 2022 or by agreement and guarantee practical training in the areas of: Customer service, logistics and finance.

Commercial internship position (from August 2022 limited for 12 months)

Your main tasks:

- Dealing with customer concerns by telephone and in writing (D/F/E)
- Attending to the customer counter
- Entering service orders and creating the corresponding order documents
- Clarifications with manufacturers and suppliers (warranty, delivery times, availability, etc.)
- Purchasing exchange and replacement units
- Preparing quotations for warranty extensions and maintenance contracts
- Administrative processing of cost estimates
- Processing Epson Store (webshop) orders
- Creating invoices and credit notes
- Administrative support for office and field technicians
- General administrative tasks in the area of customer service
- Accounts receivable and accounts payable accounting

You have successfully completed the Matura or are a commercial student looking for a work placement for your final year. In addition to an impeccable knowledge of German, you have a good knowledge of French and English (level B1-B2) and enjoy using them in everyday life. You are able to think in a networked manner, work in a structured manner and grasp complex issues quickly. Your way of working is precise, independent and conscientious. Good user knowledge of MS Office is a prerequisite. You deal with customer concerns in a professional and service-oriented manner. You maintain an overview in hectic situations and act in a considered and goal-oriented manner. Because you appreciate teamwork, an obliging and helpful attitude is a matter of course for you.

We offer an interesting and varied field of activity in a successful, innovative company and a motivated and friendly team awaits you.

Contact:

Our Mrs. Schanz is looking forward to receiving your complete application documents including photo by mail or post. If you have any further questions about the job offer, please do not hesitate to contact Ms Vanessa Scheidegger on 044 / 782 28 28.

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