

Viking EMEA

Where passion meets protection



FOAM SALES SUPPORT EMEA

Italy, Spain, UK, Sweden, Germany, the Netherlands, Turkey

Due to continued growth and market development we are searching for a Foam Sales Support to promote our Viking EMEA Foam systems product line. You will work closely with the Regional Foam Leaders and the local sales and operations teams. In this varied and challenging role, you will contribute to sales growth through customer interaction and exploiting cross-selling opportunities. You provide our clients with excellent support and assistance over the phone and by managing quotes and orders efficiently up to the delivery of materials.

You will need to build strong relationships with our local sales and operations teams throughout Viking EMEA while being located in one of our offices in UK, Spain, Italy, Sweden, Germany, the Netherlands or Turkey.

Main responsibilities:

Quote, support and sales order processing:

- Review RFQ / specifications
- Do basic calculations according to foam standards
- Create bill of materials and quotation packages
- Raise quote- and sales order requests within defined service levels
- Liaise with product management and manufacturing teams to understand standard costs for all non-standard offerings and provide sales with information
- Follow up quotations within the defined customer service/sales threshold, provide feedback in Salesforce
- Work within SAP for quotation and order processing
- Work with PowerBi for quotation follow up
- Collect valuable information about business drivers to measure quote conversion
- Liaise with credit department for payment conditions
- Provide all requested documentation and information to customers
- Liaise with replenishment, warehouse, purchasing teams or suppliers about lead-times and logistics services
- Inform warehouse and/or shipping team if any special instruction is requested

Sales Support:

- Build sustainable relationship with the customers via a trustful and professional communication
- Assist customers about our foam systems and services
- Contribute to sales and margin optimization by interacting with the sales management team
- Suggest improvement in our services in case of complex or out of standard situations
- Support credit department on customer payments
- Contribute to dispute resolution and liaise with relevant departments
- Back up for the regional foam lead (RFL)

The Viking EMEA Foam Sales Support will report to the EMEA Foam Leader. The position may require travel across EMEA region.

Qualifications:

- You have proven experience in foam system sales processes
- You have understanding of the jargon within the contracting business
- You have excellent administrative skills and having some knowledge about international import/export trades would be an advantage
- You have a good knowledge and experience with IT tools (Office suite)
- You are ERP knowledgeable (SAP knowledge is an advantage)
- You have an excellent command of English + a local language, but more language skills e.g. German, Dutch are a strong advantage

Personal characteristics:

- You can communicate, interact and adapt to all levels in the organization through various channels and methods
- You are able to build strong relationships and networks through trust and integrity
- You are a self-starter, well organized, able to prioritize and you get things done
- You are a listener and able to influence, motivate and convince when needed
- You are result oriented and have a strong sense of commitment to deliver
- You have strong verbal and written communication skills and you are a good team player
- You enjoy the challenges of a busy office environment; you are a multi-tasker and have the ability to adapt quickly to changes

Our offer:

Great place to work: We're not just a big company; we're a close-knit community that spans continents. As you contribute to impactful projects, you'll experience the best of both worlds: the resources and reach of a multinational structure combined with the warmth and support of a tight-knit family. **Grow your career** with us, collaborate across borders, and enjoy the **advantages** of a truly **inclusive and nurturing environment**. Apply now and become part of our extraordinary journey!

Stable company: For over **three decades**, our company has stood the test of time, weathering economic shifts, technological revolutions, and industry changes. We're not just stable; we're a ship that has sailed through storms and emerged stronger. Be part of a team that values tradition, experience, and unwavering commitment.

Package: We offer **competitive compensation** that recognizes your expertise and dedication. Plus, enjoy the added perk of **exciting work travel opportunities** that broaden your horizons and enrich your professional journey

Contact information:

If you are interested in this position, please send your Curriculum Vitae and cover letter in English to Human_Resources@viking-emea.com. For more information, please visit our website: www.viking-emea.com

Learn how we collect, use and share your personal data in our [General Data Protection Regulation policy](#)

As a member of the Minimax Viking Group, Viking stands tall on the global fire protection stage with 10,000 employees and an annual turnover of over €2.2 billion.

Viking EMEA is a key player in distributing our fire safety products and systems across Europe, the Middle East, and North Africa. Serving over 2,100 clients in 74 countries, we deliver everything from sprinklers to advanced detection systems, meeting both commercial and industrial demands.

At Viking EMEA, we foster an entrepreneurial spirit within our teams, recognizing that the best fire protection solutions are born from collective intelligence. We believe in the power of collective intelligence and encourage a culture of collaboration and creative thinking.

Be part of our passionate community where every role is essential, every idea valued, and every day is an opportunity to contribute to saving lives and property.