

Viking EMEA

Where passion meets protection



TECHNICAL CUSTOMER SERVICE REPRESENTATIVE

Fulltime, unlimited time, office based, in Dubai

Due to continued growth and market development, we are searching for an Experienced Technical Customer Service Representative to become an active team member supporting the MENA customer area.

In this varied and interesting role, you will be responsible for the first customer contacts, so you have a passion for delivering exceptional customer service as a tool to sustain our growth. You provide our clients with excellent support and full solution. Thanks to your commercial attitude and technical knowledge, you will enhance sales over the phone. You manage and follow up the end-to-end process, from product selection, quoting, sales order entry up to the delivery of materials.

Your commercial skills and proven records of accomplishment as customer service are keys to make you becoming the first Viking point of contact with our customers, while building the day-to-day relationship with them. The role could develop further into customer management of a selected portfolio. Even if this role remains office based, it may involve occasional customer visits.

Furthermore, you will have the following duties:

- Understand and convert customer requirements into product code (product understanding is required for this activity)
- Prepare and follow up quotes based on pricing guidelines from the commercial team, with the authority to close sales and maximize quote conversion
- Cooperate closely with the credit department, to ensure a reliable order fulfilment
- Process and follow up incoming orders
- Maximize sales by proactively providing customers with product and service information to influence decision making
- Provide customers with price, lead time, product information, technical documents etc.
- Liaise with replenishment team and occasionally with suppliers in case of drop shipment
- Coordinate drop shipments to customers – Liaise with the warehouse/ carrier if necessary
- Check daily reports and act accordingly

Qualifications and experience:

- You have experience of 5+ years in a commercial or customer service environment in the MENA region (ideally B2B)

- You have a technical background or experience
- You have excellent administrative skills and some technical knowledge (construction or plumbing industry experience is an advantage), some knowledge about international trade (import/export) would be an advantage
- You are at ease with phone communication (quote follow up, direct approach with prospects)
- You have an excellent command of English, any additional language is an asset
- You have a good knowledge and experience with IT tools (Office suite/ERP's), SAP experience is an advantage
- You have strong verbal and written communication skills and you are a good team player
- You are an easy learner, a dynamic and agile multi-tasker and enjoy the challenges of a busy office environment
- You can build relationships across diverse cultures in the region
- You are familiar with MENA trade compliance NAFEZA/SABER, documentation, and payment terms

Our offer:

Stable company: for over **three decades**, our company has stood the test of time, weathering economic shifts, technological revolutions, and industry changes. We are not just stable; we are 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.

Great place to work: we are not just a big company; we are a close-knit community that spans continents. As you contribute to impactful projects, you will 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!

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

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 €2.4 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.