

Technical Presales - MCS Administrator (m/f/d)

As an MCS Administrator you will support the Active Transition Support Lead, developing and maintaining customer relationships alongside the presales and sales teams.

Your Impact:

- Assist with the management of the Viessmann access scheme end to end
- Support development of heat pump installer network (MCS)
- Support with internal procedures related to the MCS scheme
- B2B Lead generation (Heat pump customers, installers and merchants)
- Alongside the Active Transition Support Lead be the central point of contact for merchants transitioning to renewables
- Support the project pipeline tracking, reporting and analysis
- Coordinate incoming enquiries from installers, contractors and end users to relevant sales teams via CRM system (salesforce for example)
- Support with events and external promotional activities if and when required
- Support with any other duties, as required in the context of the role

Who you are:

- Minimum of 3 years of experience in an administrative or support role
- Experience in the HVAC industry would be advantageous
- Strong customer service skills with a focus on delivering high-quality support
- Ability to handle inquiries and requests professionally and promptly
- Strong ability to manage multiple tasks and priorities effectively
- Demonstrated ability to identify issues, develop solutions, and implement them efficiently
- Ability to work effectively both independently and as part of a team
- High level of accuracy and attention to detail in all tasks
- Excellent verbal and written communication skills with the ability to communicate clearly with colleagues, clients, and stakeholders
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Support your line manager with any other duties, as required in the context of the role

What makes us special:

Our employees are the key to making our vision come alive. With that in mind, we've created a range of perks for our employees, or as we like to call them, Viessmann family members:

- Competitive salary
- 25 days annual leave (Excluding bank holidays)
- Annual bonus scheme
- Company pension scheme
- Private Health Insurance with Employee Assistance/Wellbeing Programmes
- Death in service benefit and private healthcare options
- Business tools, including laptop

Who we are:

Build a career with confidence

Carrier Global Corporation, global leader in intelligent climate and energy solutions is committed to creating solutions that matter for people and our planet for generations to come. From the beginning, we've led in inventing new technologies and entirely new industries. Today, we continue to lead because we have a world-class, diverse workforce that puts the customer at the centre of everything we do.

Our commitment to you

Our greatest assets are the expertise, creativity and passion of our employees. We strive to provide a great place to work that attracts, develops and retains the best talent, promotes employee engagement, fosters teamwork and ultimately drives innovation for the benefit of our customers. We strive to create an environment where you feel that you belong, with diversity and inclusion as the engine to growth and innovation. We develop and deploy best-in-class programs and practices, providing enriching career opportunities, listening to employee feedback and always challenging ourselves to do better. This is The Carrier Way.

We believe in people and their potential. If you are up for the challenge and want to be part of the energy transition, apply now!