



## Department - Customer Support

**Salary** – Starting from £30,000 - £35,000, depending on relevant experience

**Office Location** – London (North East), United Kingdom

**Remote Work and Hours** - After probation period ability to WFH on part-time basis. Monday - Friday, 09:00 - 17:00

**Key Skills** – 3D Printing, Additive Manufacturing, Administration, Client Interaction

**How to Apply** - Please send CV and Cover Letter to [careers@3dprint-uk.co.uk](mailto:careers@3dprint-uk.co.uk)

3DPRINTUK is one of Europe's fastest growing companies with continual growth projected this year; we are one of the best-known names for Powder-Based Fusion additive manufacturing with a strong reputation for delivering prototypes and high quantity end-use products to the highest of standards.

Customer Service is something 3DPRINTUK prides itself on, making sure that clients remain informed, happy and satisfied with the end result. Successful candidates would be joining this 5\* reviewed Customer Support team and become a new face of the company handling a variety of requests and questions from a multitude of industries and projects.

### Main Duties include but are not limited to

- First response to customer queries via emails, telephone and internal system for online quoting/feedback
- Advising on customer files for best printing practice
- Liaising with other departments and teams
- Attending and representing the company at Trade Shows

### Personal Qualities

#### Technical Knowledge

- Technically minded with an interest in 3D Printing
- Problem solving
- Use of 3D CAD Viewers

#### Communication Skills

- Good interpersonal skills
- A clear, polite, and friendly phone etiquette
- Clear written skills
- Attentive

### Experience required

- Previous experience using STL 3D Viewers and Microsoft Office
- Strong client communication via phone and email essential
- Track record of personal development