


## **MSX International: Driving the Automotive Industry Forward**

MSX International is a **North American multinational** and a leading consulting firm in the **automotive industry**. With **over 25 years of experience**, we develop and implement **innovative solutions** that enhance our clients' business processes.

### **Inside Sales and Support Agent**





 **Your mission:** Convert leads into sales while providing critical support in vehicle distribution.

### **Purpose of the role**




We're seeking a **proactive, customer-focused Inside Sales and Support Agent** to maximize lead conversion and ensure smooth sales distribution processes. This role combines outbound sales efforts with distributor network support, enhancing sales performance and customer satisfaction.

### **Your Responsibilities**

#### **Inside Sales (Lead Management)**


-  Identify and qualify **high-potential leads** to optimize conversion rates.
-  Engage with prospects via **calls, emails, and chats** to understand their needs and provide tailored solutions.
-  Exceed lead-to-sale conversion goals.
-  Maintain precise records in **CRM** to support the sales process.

#### **Sales Support (Dealer Assistance)**

-  Provide **continuous support** in vehicle ordering, transportation, registration, and documentation.
-  Coordinate deliveries, appointments, and sales logistics.
-  Assist with **remarketing and fleet support** activities.

### **What We're Looking For**

- **Experience** in outbound sales, B2B sales, or business development.
- Ability to build strong relationships with customers.
- Fluency in **French, German, Dutch, Swedish, Italian, or Spanish + English at an intermediate level**.
- Proficiency in **CRM and MS Office**.
- Ability to **multi-task and thrive in a fast-paced environment**.


At MSX, we value **diversity and potential**. If you're excited about this position and believe you have valuable skills to contribute, **apply—even if your experience isn't a perfect match!** 


## What We Offer

- **Full-time, permanent contract (40 hours/week).**
- Monday to Friday **8:30 AM – 5:30 PM**, with a **one-week training period**.
- Hybrid work setup: **100% onsite for the first 3 months**, then **1–2 days remote**.
- Office located at **C. de Albasanz, 15, San Blas-Canillejas, 28037 Madrid**.
- Join a **fantastic team** within an internationally established company.
- **Deep dive into the automotive sector** by engaging with customers, suppliers, consultants, and dealers.
- **Exclusive employee shopping portal: MSX Bazaar.** 🌳 **23 vacation days + 3 extra personal days.**
- **Internal training programs** for professional growth.
- **Fully accessible offices** for people with different disabilities.

With **5,000+ employees in over 80 countries**, MSX provides **industry-leading expertise** in: ✔  
Consumer Engagement ✔ Parts, Accessories & Service Performance ✔ Actionable Insights ✔  
Repair Optimization & Compliance ✔ Learning Solutions ✔ Distribution & Sales Performance

 **Our Purpose: Empowering movers and makers to thrive in our ever-changing world.**

 **Our Mission: Leveraging mobility expertise, our global teams' creativity, and cutting-edge technology to deliver customized, sustainable, and innovative solutions.**

 **Our Vision: To be our customers' first choice, recognized for operational excellence and commitment to innovation in the mobility industry.**

Kind regards, *MSX International*