



CUSTOMER SERVICE REPRESENTATIVE

Processes

- Customer demand management
- Customs management
- Outgoing transport management

Tasks

- Check and track incoming customer needs
- Data Entry of Customer POs, Sales Orders, and RMA sales orders
- Keep record of customer needs and keep them up to date for planning purposes
- Maintain backlog and forecast in MRP system
- Organize the shipments and prepare the necessary documentation according to the customer's needs
- Be involved to provide packaging that meets customer needs
- Organize and handle customs clearance for outbound deliveries outside the EU
- Keep records up to date of completed deliveries
- Inform the warehouse of expected deliveries, both in time and quantity
- Manage customer's claims cooperating with other departments
- Maintain master data in MRP
- Keep records in accordance with quality assurance regulations, prepare reports and statistics for the superior
- Stay in constant contact with other part of the organization
- Prepare reports and statistics for the superior according to instructions and guidelines

Communication

Internal:

- middle management
- shop-floor employees
- warehouse employees
- managers

External:

- customers
- service providers
- customs agencies



Qualifications, experiences

- PC skills, MS Office (Excel, Word etc.)
- Advantage any ERP system knowledge
- Good communication skills, self-motivation
- Minimum 2 years customer service experience or related supply chain experience
- Accuracy, reliability, flexibility
- Customer orientation and ability to adapt/respond to different types of characters
- Ability to multitask, prioritize and manage time effectively
- High school diploma or equivalent; college degree preferred
- Advanced English level to ensure excellent reading, writing, and verbal communication skills. (B2+)