

JOB DESCRIPTION

Job Title: Customer Service Administrator

Job Location: Krefeld, Germany

Job Profile (Level-Job Family): B1

POSITION SUMMARY:

Support the Customer Service teams on accomplishing inbox activities and Master Data Management

ESSENTIAL JOB RESPONSIBILITIES:

- Inbox management
 - Intake and triage efficiently and with high accuracy in-coming e-mails, file them in the correct folder and transfer to the appropriate service
 - Proactively identify priorities for the teams
- Master Data management :
 - Responsible for creation and amendment of customer accounts
- Back-up support
 - Respond to overflow phone calls regarding orders follow up
 - Proactively support the team in all administrative tasks and quickly resolve customers issues and enquiries, maintaining a high level of customer satisfaction
 - Place simple orders and other order management activities
- Invoicing and credit notes
 - Handle daily invoices sending (email, post) to EMEA customers
 - Process credit notes in compliance with company policies and standard operating procedures
- Continuous improvement:
 - Attend daily meetings with the rest of the team with a continuous improvement attitude to drive process improvements, efficiencies and drive customer satisfaction
 - Participating to ad-hoc projects that improve the quality of the data or the productivity of the CS team

TRAINING RESPONSIBILITIES: (REQUIRED)

- Complete all assigned training courses in due time

MINIMUM REQUIREMENTS:

Education and Experience (in years):

- High school degree, preferably in Science, Business or IT
- Experience with MS Office products including Word, Excel, and Outlook

Knowledge and skills:

- Strong written and verbal communication skills
- Ability to communicate effectively in English. Other languages (Spanish, Portuguese, French, Dutch) are a plus
- High attention to details
- Strong focus on driving customer satisfaction
- Good problem solving and analytical skills.
- Demonstrating good judgment and initiative
- Self-motivated, confident, reliable and able to plan and follow up on outstanding issues
- Able to operate in a fast-paced environment
- Should be an outgoing, positive, team player
- Strong sense of accountability