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