

Customer Service Specialist

Application form:

<https://talentplace.traffit.com/public/form/a/70?uid=N1lxOGxRUG5jY3RJUGdjCURFdzhJTkZaNWs4QUISVm5oZnZJaFE9PQ==>

Responsibilities

You will be responsible for one of the following areas:

- Resolving Customer requests received via all mediums (phone, email, fax) according to agreed service levels and service standards
- Providing assistance to customers in self-service mediums and assist customer to complete transactions
- Recording and following up all customer contacts in customer facing systems
- Liaising between customers and supply chain departments in coordination of delivery process
- Proactively communicating to customers order and delivery status and any changes in the confirmed and promised delivery dates, agreeing changes or cancelling the sales order
- Supporting in the resolution of delivery queries

What we expect from you

On the position Customer Service specialist we expect from you:

- Previous experience in customer service will be an asset
- very good German (C1) and good English
- excellent communication skills
- strong customer focus
- ability to deal with multiple tasks and work in a dynamic environment
- ability to cooperate efficiently in a team
- good working knowledge of MS Office tools and Outlook
- experience in using one of major ERP systems (e.g. SUN/ SAP) will be an advantage

What we can offer

- Meaningful work in a company that is universally respected as a truly global energy leader (one of the world's biggest companies according to Fortune Global 500)
- Good atmosphere at work and comfortable working environment: own canteen and a few relax rooms
- Attractive salary package and yearly bonuses
- Complex medical care and individual life insurance
- Sport programmes and facilities e.g. Multisport Card, vouchers for free time activities
- Additional funds for trainings and certifications, sport sections and the EuroShell Card

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