

Position Description

POSITION: Customer Service Representative
LOCATION: Netherlands
REPORTS TO: Operations Manager – Europe MEA
DATE PREPARED: 2010

SUMMARY:

The Customer Service Representative (CSR) will be the liaison between the customer, the distribution center, and the commercial management team. CSR will be responsible for the front line contact with external customers and sales management for processing customer purchase orders from receipt to delivery. CSR will work with internal departments and sales managers to coordinate all the necessary steps to ensure the customer order is filled to their expectation.

ESSENTIAL FUNCTIONS:

- Provide customers with strong product knowledge and specifications.
- Coordinate with AR regarding customer payment terms.
- Manage and process orders (input, forward and archive as needed).
- Compile back-order reports.
- Maintain data in the order management system (product and customer details).
- Proactively signal potential problems and back-order situations.
- Proactively inform customers regarding order status.
- Provide support such as registering and handling customer complaints, managing customer inquiries, and handling returns.
- Participate in the improvement of procedures and working methods in order to strengthen the quality of the customer experience.
- Process reports requested by sales management and customers using Microsoft Excel.

EDUCATION AND EXPERIENCE:

- 3+ years of customer service experience involving order management.
- Must be customer focused, able to empathize, and loyal and trustworthy.
- Domestic and international transportation knowledge.
- Strong problem solving skills.
- Ability to work under pressure, multi-task and meet deadlines.
- Must possess excellent communication skills.
- Qualifications at an MBO level and knowledge of MS office.
- Good command of the Dutch and English languages, both spoken and written.
- Strong German language skills is required.
- Experience working in an office sales department is a plus.