

Customer Service Specialist



Locatie

Noord-Brabant, Bergen op Zoom

<https://www.advertentiax.nl/x-1029612-z>

The Customer Service Specialist is the liaison, in the Customer Fulfilment team, between the Customer and the internal SABIC organisation. His/her primary task is to represent the commercial and logistical needs of the customer towards SABIC. You will be in frequent contact with the external customers to discuss the progress of current order, discuss lead-times and delivery options. The external requirements will have to be translated into internal requests. These will need to be discussed internally with, for example: Scheduling, Logistics, Product Management and Finance, in order to reach the optimal situation for SABIC's customers.

For SABIC we're looking for an assertive and independent Customer Service Specialist

Responsibilities:

Manage the Order to Delivery process by helping customers with inquiries related to orders, deliveries, invoicing, claims, e-business services etc.

Ensure timely resolution on customer issues.

Own the customer, and pro-actively provide support in service and logistics.

Participate in projects optimising CS processes and drive teams metrics that are directly linked to customer satisfaction.

Apart from our customers, the position requires daily contact with our Sales organisation and close co-operation with various departments in our headquarters in Bergen op Zoom as well as our logistics

organisations and partners around Europe.

Requirements:

At least a degree or diploma in Business, Logistics or Commerce.

Previous logistic customer service experience is highly desired.

Excellent English language skills (written and spoken).

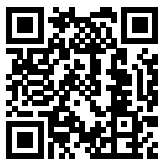
Skills in a 2nd language are favored.

Strong Excel skills

SAP knowledge is a plus.

Service and sales-minded.

Strong interpersonal and communication skills.



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Active and energetic person who can perform multiple tasks simultaneously
Understanding of key business processes and organisational dynamics.
Flexible team player.

Do you recognise yourself in the above profile? Then we look forward to receiving your resume and motivational letter!

Uiteraard staat deze vacature open voor iedereen die zich hierin herkent.

Functieomschrijving

The Customer Service Specialist is the liaison, in the Customer Fulfilment team, between the Customer and the internal SABIC organisation. His/her primary task is to represent the commercial and logistical needs of the customer towards SABIC. You will be in frequent contact with the external customers to discuss the progress of current order, discuss lead-times and delivery options. The external requirements will have to be translated into internal requests. These will need to be discussed internally with, for example: Scheduling, Logistics, Product Management and Finance, in order to reach the optimal situation for SABIC's customers.

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Manage the Order to Delivery process by helping customers with inquiries related to orders, deliveries, invoicing, claims, e-business services etc. Ensure timely resolution on customer issues. Own the customer, and pro-actively provide support in service and logistics. Participate in projects optimising CS processes and drive teams metrics that are directly linked to customer satisfaction. Apart from our customers, the position requires daily contact with our Sales organisation and close co-operation with various departments in our headquarters in Bergen op Zoom as well as our logistics organisations and partners around Europe.

Requirements:

Bachelor degree or equivalent in Business, Logistics or comparable. Previous logistic customer service experience is highly desired. Excellent English language skills (written and spoken). Skills in a 2nd language are favored. Strong Excel skills SAP knowledge is a plus. Service and sales-minded. Strong interpersonal and communication skills. Active and energetic person who can perform multiple tasks simultaneously. Understanding of key business processes and organisational dynamics. Flexible team player.

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Sollicitatieprocedure

Je maakt een 'mijn Randstad' account aan om te kunnen reageren op onze vacatures. Dit doe je automatisch wanneer je voor het eerst een sollicitatie afrond bij Randstad, heel eenvoudig dus. Via je 'mijn Randstad' account beheer je gemakkelijk je gegevens en gaan je volgende sollicitaties nog!