

Cross Business Representative



Locatie **Noord-Holland, Amsterdam**
<https://www.advertentiax.nl/x-1296366-z>

Join us as a Cross Business Representative in our Customer Information Group (CIG) team in Terneuzen. This is the contact center aimed at supplying information about Dow's products to customers, channel partners, prospects, and general stakeholders.

Wat doe je als Cross Business Representative?



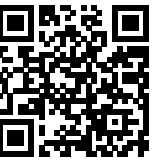
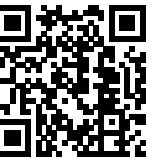





At Dow, we are committed to tackle global challenges. Working closely with our customers we deliver products and solutions that create value and positively impact the world we live in.

The team receives and responds to escalated requests on behalf of customers and prospects for products and services, whilst sharing information across specific Dow businesses and functions.

Your responsibilities:

Be an agent of change by promoting Dow's reputation, by providing excellent customer service. Manage client contact - handle questions and requests of technical / regulatory/ sample / literature etc. from inbound calls/emails whilst giving the best customer service. Ensure that all customer enquiries are documented, in accordance with the performance and service standards. Use business and process expertise to increase the service levels that we provide to the customers. Be able to manage a complex workload with good judgment on activity prioritization. Able to work with different stakeholders/ partners in the organization: Product Stewards, Regulatory team, Sales and Customer Service. Foster a collaborative environment within the team, focusing on amplifying learning, knowledge sharing, and continuous improvement.

Eligible for a relevant Bachelor's Degree or its equivalent, with 3 years experience in customer service, support or relevant role on emails and telephone, including strong listening, verbal and written communication.
You must be fluent in at least one Eastern European Language (preferably German) & English, capable to verbally communicate with customers and management. Commercial skills, ability to hear sales opportunities and to act upon it. Go getter attitude. Ability to operate computer systems with accuracy and efficiency (CRM, SAP, Microsoft Office). Resistance to stress and ability to prioritize. Ability to adapt and implement new procedures as required to provide excellent customer service. Ability to work on own and

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as part of a diverse, multicultural team in an International environment

Wat krijg je?

We offer a longterm full-time position. You will receive a competitive salary, which is based on your CV. In addition, commuting costs are reimbursed at €0.19 per kilometer (max. 75 kilometers one way) and, if applicable, you will be reimbursed for the Westerscheldetunnel passages at a T-tag rate. You have to purchase the T-tag yourself.

Are you interested in pursuing this great opportunity? Send an English CV including motivation to evi@depooter.nl.

Waar ga je werken?

Dow Benelux Integrated Center (hierna DBIC) in Terneuzen is de internationale dienstverlener voor de DOW Chemical Company en de werkgever van meer dan 700 talentvolle medewerkers, die samen meer dan 50 verschillende talen en nationaliteiten van over de hele wereld vertegenwoordigen. Het sterke en multiculturele team van DBIC ondersteunt de joint ventures op een breed scala van gebieden, zoals logistiek, klantenservice, financiën, human resources, vertalingen en nog veel meer.

Solliciteren

U kunt solliciteren door op onderstaande link te klikken. [Websitewww.mmimir.nu/track](http://www.mmimir.nu/track)