

Customer service representative



Locatie

Zuid-Holland, Ridderkerk

<https://www.advertentiex.nl/x-975750-z>



Voor een klant uit Ridderkerk in de logistieke branche zijn we op zoek naar een Customer Service Representative voor 38 uur in de week. De startdatum is in overleg. Het betreft een functie voor langere termijn. Omdat de voertaal Engels zal zijn, is de vacaturetekst verder uitgezet in het Engels: We are looking for a Customer Service Representative who will work at the Silicon department with responsibility for the European market. The customer service representative will be responsible for the whole order flow process from A to Z, from receiving the order until goods have been delivered to the customer. The candidate will be in close contact with colleagues in Ridderkerk, Customers, Sales and Production Plants and external service providers. The candidate will need to be able to work independently, however, as part of a Team. The role of Customer Service Representative is interesting and challenging, however also quite administrative. We are looking for a candidate who like this mix, without being too ambitious as the growth potential (into another role) is rather limited. Areas of responsibility: Cooperation with Sales, Marketing, Technical Management, Pricing and Supply Chain to ensure seamless coordination in maximizing service and responsiveness to end customers. Serve as a liaison between customer and various internal departments related to orders, production, expedites (over-due orders), inventory, invoicing and shipping issues. Troubleshoot and resolve non-routine customer complaints in cooperation with relevant personnel Enter and confirm all orders received into the system clearly, correctly and timely. Understand and process required export documentation, including proformas, invoices and other shipping documents. Plan shipments, work with warehouse and manage shipping agents to resolve any logistics issues related to accounts and ensure all invoices and other documents are correct. Assist in resolving issues concerning, but not limited to orders, shipments, mis-shipments and returns Strive for internal and



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Functieomschrijving

Voor een klant uit Ridderkerk in de logistieke branche zijn we op zoek naar een Customer Service Representative voor 38 uur in de week. De startdatum is in overleg. Het betreft een functie voor langere termijn.

Omdat de voertaal Engels zal zijn, is de vacaturetekst verder uitgezet in het Engels:

We are looking for a Customer Service Representative who will work at the Silicon department with responsibility for the European market .

The customer service representative will be responsible for the whole order flow process from A to Z, from receiving the order until goods have been delivered to the customer. The candidate will be in close contact with colleagues in Ridderkerk, Customers, Sales and Production Plants and external service providers. The candidate will need to be able to work independently, however, as part of a Team.

The role of Customer Service Representative is interesting and challenging, however also quite administrative. We are looking for a candidate who like this mix, without being too ambitious as the growth potential (into another role) is rather limited.

Areas of responsibility:

Cooperation with Sales, Marketing, Technical Management, Pricing and Supply Chain to ensure seamless coordination in maximizing service and responsiveness to end customers.

Serve as a liaison between customer and various internal departments related to orders, production, expedites (over-due orders), inventory, invoicing and shipping issues.

Troubleshoot and resolve non-routine customer complaints in cooperation with relevant personnel

Enter and confirm all orders received into the system clearly, correctly and timely.

Understand and process required export documentation, including proformas, invoices and other shipping documents.

Plan shipments, work with warehouse and manage shipping agents to resolve any logistics issues related to accounts and ensure all invoices and other documents are correct.

Assist in resolving issues concerning, but not limited to orders, shipments, mis-shipments and returns

Strive for internal and external customer satisfaction through continuous improvement of people processes and products.

Material Processing

Plan necessary material operations (screening, crushing, packing) based on open orders and forecast, in close cooperation with plants and supply chain
Send instructions to the warehouse for these material operations
Administer the material operations into the ERP system (subcontracting)
Approve invoices related to Material Operations
Keep close control of available stock and make sure stock is correctly updated in the ERP system

Requirements:

Working experience in order handling, customer service and administration

Familiar with the use of Incoterms 2010

Familiar with different Payment terms e.g. Payment before Delivery, Documentary Collection and Letters of Credit

Service-minded, co-operative and structured

Teamplayer with ability to work independently

Fluency in English and preferably also Dutch. Knowledge of any other language like French or German is an advantage.

Experienced user of Word, Excel and Outlook – experience in the use of M3/KSD is an advantage

Ben jij de kandidaat die wij zoeken? Reageer dan direct!

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

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!