



Customer Service Specialist

We are looking for a motivated and enthusiastic Customer Service Specialist to join our team! As a Customer Service Specialist, you will be responsible for providing support to our customers, resolving customer complaints and providing a positive and top-quality customer experience.

Responsibilities:

- ★ Orders processing and monitoring
- ★ Responsible for actively resolving any delivery issues, shortage claims, invoicing, pricing disputes
- ★ Synchronise orders with material availability and financial targets
- ★ Updating customer database
- ★ Monitor and process all returns according to financial requirements
- ★ Providing customer support via telephone, e-mail, or in-person
- ★ Informing customers about products and services
- ★ Responding to customer questions
- ★ Resolving customer complaints
- ★ Contacting customers to collect overdue amounts or answer questions about billing statements
- ★ Suggesting solutions for common problems
- ★ Preparing documents and reports
- ★ Ensures contractual terms and conditions are being met
- ★ Collaborating with the management team and other cross-functional departments within the company to provide accurate product distribution
- ★ Training new joiners on the customer service specialists role
- ★ Improving overall customer satisfaction
- ★ Reports directly to the Customer Care Team Leader



Customer Service Specialist requirements and qualifications:

- ★ Minimum of a Bachelor Degree
- ★ Minimum of 3 years of experience in a similar role or customer service area
- ★ Strong computer skills
- ★ SAP Skills can represent a plus
- ★ Basic accounting knowledge
- ★ Fluent in English
- ★ Very good verbal and written communication skills
- ★ Strong interpersonal skills
- ★ Ability to build relationships with clients
- ★ Excellent multi-tasking skills
- ★ Ability to work with others
- ★ Excellent problem-solving skills
- ★ Ability to prioritise tasks
- ★ Ability to work under pressure
- ★ Ability to work in a fast-paced environment
- ★ Ability to meet deadlines

You can send your CV to resurseumane.ro@kaercher.com