

## CUSTOMER SERVICE REPRESENTATIVE

### Main duties and responsibilities:

- **First level contact person for customer requests from Italian speaking region**
- Supports Customers / Sales on all order-related questions and contract negotiations
- Proactively manages the order fulfilment from order to cash Italian and other regions in ERP system (SAP) in compliance to organizational policies
- Responsible for order confirmation, delivery creation and transport coordination in collaboration with the Material Management and Logistics department
- Interface to internal departments required for quote and order fulfilment, e.g. Planning and Operations for Scheduling, R&D for technical clarification or Finance and Sales for commercial issues
- Close monitoring and evaluation of all order issues through and coordination of counter measures to fulfil customer requirements with Sales and Operations
- Technical and commercial review of customer specific documents in collaboration with internal support functions and creation of commercial quotes including collection of relevant approvals
- Ensures the defined service levels for internal KPI like lead time and OTD are kept
- Creation of quote and order related reports

### Required qualification and skills:

- **Czech / Slovak native speaker with English combined with Italian language skills**
- Educated office administrator or technician with a technical background and several years of working experience; degree in Engineering or similar field of study is an advantage
- Good commercial understanding
- Proactive and highly customer service oriented
- Ability to communicate at different levels (customer and internal departments)
- Knowledge of SAP/R3 or good understanding of a similar ERP system
- Secure in using Microsoft Office tools like Excel, Word, Outlook and sales support tools like CRM or Product Configuration
- Good problem-solving as well as organizational skills
- Ability to both work effectively in a team and independently
- Practical experience in a similar position is a plus

## What we offer

- Interesting job in multinational company
- Motivating salary
- Dynamic work in a modern work environment
- Stable, friendly and professional team
- Possibility of professional growth and development
- Benefit programme (e.g. canteen allowance, pension/life insurance allowance, 5 weeks of vacation, etc.)

*If you are interested in the offer, please send us your CV by e-mail or deliver it to the HR office. If the position requires knowledge of a foreign language, the CV must also be submitted in that foreign language.*

Address:

**PERSONÁLNÍ ÚSEK**

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**IČO • CRN • REGON: 27903427**  
**DIČ • TAX ID • NIP: CZ27903427**

Registrace • Place of registration • Miejsce zarejstr.  
Krajský soud v Brně, Husova 15, 601 95 Brno, CZ

Spisová značka • Reference number • Sygn. akt  
C 58343

Den zápisu • Date of entry • Dzień wpisu  
28. května 2007 • 28th May 2007 • 28 maja 2007

**Mateřská společnost • Parent company • Spółka dominująca**

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