



Edwards is a leading developer and manufacturer of sophisticated vacuum products, abatement solutions and related value-added services. Our products are integral to manufacturing processes for semiconductors, flat panel displays, LEDs and solar cells; are used within an increasingly diverse range of industrial processes including power, glass and other coating applications, steel and other metallurgy, pharmaceutical and chemical; and for both scientific instruments and a wide range of R&D applications.

Formal Education: Minimum of secondary education, ideally technical or business administration

Working Experience: Minimum of 2 years of experience in Customer Service role, 1 year in Edwards

PC: Excellent knowledge of MS Office applications, SAP knowledge is an advantage

Language: Fluent Dutch and English

Work Location: Brno

PURPOSE OF THE JOB:

Be the central point of contact for Edwards customers through all CVC contact channels and process a defined set of enquiries according to customers' needs and in line with Edwards processes and Service Levels.

Be the first point of escalation for juniors and support to regional leads & team leads.

PRINCIPAL ACCOUNTABILITIES

1. Promptly respond to telephone, e-mail, fax, and mail inquiries from external and internal customers. Take ownership of customer issues and interface with technical support, logistics, product managers, and field sales teams, field service teams, service operations, operations etc. to generate solutions in a timely fashion
2. Handle communication based on the set rules for customer interaction (warm handover, use of templates, greetings etc.)
3. Manage CRM activities daily, record and handle complaints, opportunities etc. according to set process
4. Order book management: Manage and monitor all types of orders, delivery dates and holds and escalate where appropriate. Pro-actively provide status updates to internal and external customers on transactions and issues on a regular basis as defined by the CVC Management.
5. Manage warranty claims from customers: Validate serial number and warranty eligibility for all warranty claims in adherence to the Edwards warranty policy (Sales warranty approval etc.).
6. Plan, monitor and invoice Field Service orders where required. Ensure accurate revenue and cost reporting on all jobs prior to closure. Research and/or correct price, labour, and materials variances. Manage and escalate open Field Service jobs.
7. Create and maintain service contracts in SAP where required. Measure compliance against contracts and relate information back to Sales and Service Engineers.
8. Provide information on price, availability and other product related details based on Edwards catalogue, service portfolio, system (SAP/CRM) and other sources available
9. Create and maintain customer details and record customer interaction according to set rules
10. Prepare, track, file and maintain written quotations to customers and the sales organization.
11. Achieve a transactional compliance of minimum 95%. Process and document order amendments as required.
12. Where appropriate allocate transactional tasks to juniors, be their first point of escalation and support Juniors to transact according to the set procedures and standards.
13. Research and resolve invoice disputes from customers within the set Service Levels. Processes credits and rebills as required. Work closely with Credit Control and Cash Collection teams to resolve financial issues (billing, credit holds, credit risks, overdue invoices, payment terms, etc.).
14. Maintain a working knowledge of Edwards products, services and processes and assigned customer's industry and applications.
15. Process other tasks in SAP / CRM (Leads, reports, etc .) as required by superior
16. Pro-actively strive for continuous process improvement and personal development.
17. Pro-actively support other team members and other departments. Be a teamplayer. Coach CVC Coordinators, support superior as instructed (Reporting, auditing, escalations handling etc).

Please send your application to

alena.slehoferova@edwardsvacuum.com

For more information contact Alena Slehoferova, T: 777 188 086