

Customer Service Agents (various languages) – MILACRON - VSETÍN

Job Description

Full process of the back-office/order handling for 1 or multiple countries

Primary Tasks & Responsibilities

The CCC employee will be responsible for all customer contacts for 1 or more countries

As such: (in local language)

- Order entry and getting approval of the order (credit control)
- Confirmation of order.
- Planning and arranging local (ADR) transport to final customers.
- Invoicing
- First point of contact for urgent deliveries or technical questions of (potential) customer
- Chasing local A/R
- Monthly customer calls to “remind” stock orders
- Contacting (possible) lost customers
- Updating CRM from customer info
- Handling complaints/returns concerning shipments/products

Personality

- You are a highly self-motivated and service minded person that concentrates on achieving goals;
- You are diplomatic with a sense of humor;
- Excellent inter-personal skills and ability to build and develop cross-functional relationships at all levels, you prefer working with people and people issues;
- You like to just get on and do things and you are the person who gets things done;
- You are more interested in what's possible, and you maximize what's available;
- You prefer an dynamic environment and you get more satisfaction from multi-tasking;
- You are internationally oriented with a multi-cultural sense;
- You are inspiring to others.

Education & Experience

- HBO/WO education in Business or Customer service
- Has strong communication, analytical and hands-on skills
- Is fluent in at least English, and French/ German/ Spanish/French/Polish;
- Has demonstrated the ability to develop successful relationships with customers;
- Has no nine to five mentality

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