* **Customer Service Representative with German**

Gdansk

* Position:

Customer Service Representative with German

Job Description:

ABOUT THE ROLE

Customer Service Representative is responsible for supporting the Sales team to enhance the customer relationship through proactive ownership of the entire customer backlog starting with clean order load. From order load the Customer Service Representative takes care of backlog management actions through to invoice and delivery of parts to nominated customers. Customer Service Representative also manage customer reserved inventory to meet all related goals and objectives for both Arrow and the Customer.

Customer Service Representative at Arrow is responsible for:

* + Order to Invoice process
	+ Communication with Customers, Suppliers and delivering after-sales service for Business Customers (telephone, mail)
	+ Order Management
	+ Managing and handling of all relevant backlog alerts
	+ Managing and responding to all requested customer backlog changes
	+ Close cooperation with other departments like Sales, Asset and Logistics
	+ Driving On-Time-Delivery performance in line with customer and company goals
	+ Generating customer satisfaction
	+ Driving efficiency

A FEW THINGS YOU ARE AN EXPERT AT

* + German on min C1 level + English on B1 level (both spoken and written)
	+ It would be common for a suitable candidate to have a university degree
	+ Good knowledge of MS office
	+ Customer Service experience (might be also sales)
	+ Accountability
	+ Communication and coordination skills
	+ Customer oriented attitude
	+ Team player

OUR OFFER

* + Interesting career development opportunities in a quickly growing environment
	+ Private medical care program
	+ Multisport program membership
	+ Fantastic working culture where you can make an impact

Location:

Gdansk

Time Type:

Full time

Job Category:

Customer Facing/Supplier Facing

Apply: <https://arrow.wd1.myworkdayjobs.com/en-US/AC/job/Gdansk/Customer-Service-Representative-with-German_R168236>