

Position Senior Customer Service Representative	Department EAME BU	Description Date 1 st June 2017	Revision Date
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MAIN OBJECTIVE

- Process customer orders, questions and take care of all customer order-related tasks.
- Guarantee a smooth running of the customer service department.
- Manage, control and coordinate the customer service department in its activities.
- Act as an internal and external contact point for the customer service department.
- Assist and support the Sales team.

PLACE WITHIN THE ORGANIZATION	DIRECT REPORTS	FREQUENT CONTACTS	WORKING CONDITIONS
- Reports to Sales Manager	- Customer Service Representative(s)	- Customer Service team(s) - EDC Departments - Credit Department - Sales team - Customers - Courier Companies	- Office/administrative - Daily telephone contact

RESPONSIBILITIES

- Manage the customer service department. Ensure proper execution according to Katun policies.
- Continuously identify possible customer's needs or in-house organization process to improve service quality and output within the department.
- Schedule periodic one-to-one KPI session with direct report.
- Organize the direct report's holiday schedule in the company while ensuring the availability of customer service during working days and business hours.
- Make regular reports to the Sales manager on performances, failure costs with improvement proposals.
- Order's management: enter customer orders received by mail, telephone, fax the KOLC. Process orders, ask for credit-confirmation when needed and release orders to the warehouse when confirmed. Manage the customer order mailbox.
- Manage backorders, on hold products and actively contact the customers in order to provide information.
- Provide information regarding prices, product information and order related information. Involve concerned departments when needed.

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- Maintain (new) customer set up and compliance, in coordination with Sales Assistant. Control if new customers are set up in the system according to standard procedures. Maintain customer user administration for the KOLC.
- Process warranty claims, customer returns and customer problems, followed by granting credit/debit notes and further administrative actions.
- Enter and update customer's agreements in the system.
- Take care of confirmed customer direct shipment orders and, more in general, of shipment issues.
- Provide several system reports, on a daily basis, to monitor system order flows and other product, invoice, deliveries or customer related data.

JOB REQUIREMENTS	COMPETENCIES	EQUIPMENT AND SOFTWARE UTILIZATION
<ul style="list-style-type: none"> - Relevant education such as commercial economics or international trade. - English and local language skills, both verbal as written. - Additional language skills for the concerning market are preferred. - Computer literate. 	<ul style="list-style-type: none"> - Communication skills - Problem-solving skills - Assertive - Decisive - Able to set priorities - Coaching/Management skills - Able to deal with conflicts - Compassionate - Empathic - Confident with processes - Patient - Good listener 	<ul style="list-style-type: none"> - MS Excel and other MS office programs, CS data software, ERP system, CRM system.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.