

JOB POSTING

CUSTOMER SERVICE AGENT

Slavec



With over 150 years in business, **Carmeuse** is a leading producer of high calcium and dolomitic lime, chemical grade limestone and crushed limestone aggregate products that are a vital part of important industries in steel manufacturing, energy, environmental services, and construction.



Requirements

- ▶ Required language knowledge (written & spoken) is a MUST (Slovak and Hungarian on native level)
- ▶ Experience with SAP system is an advantage
- ▶ Customer focused, performance and quality driven, problem solving
- ▶ Good organizational skills & time management
- ▶ Communication skills & team player
- ▶ Creativity, flexibility & agility
- ▶ Willingness to learn



Job description

- ▶ Contracts administration (for logistic and sales)
- ▶ Invoice customers and correct invoices when needed
- ▶ Administration and update of customers database when needed
- ▶ Answer incoming calls, e-mails, faxes and post from customers and sales force
- ▶ Communicate and coordinate with the production and sales departments within the EU countries, in order to satisfy the customer needs
- ▶ Quotation, price, rebate, deliveries and payment terms management in the ERP system
- ▶ Supply customers with information on delays, stock availability, complaints or other information
- ▶ Responsible for order intake and processing (from receipt of the contract till final delivery of the ordered goods at customers' site)
- ▶ Ensure and optimize actual stock level in cooperation with production
- ▶ Transport planning, position, management of costs in ERP, order the railway transportation when needed
- ▶ Support sales force in dealing with key prospects

Ask for more info or send your CV at:

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