

Customer Relationship Manager



Bac +2/3 years of higher education in international trade, transport or foreign languages
Supervisor



Duties and responsibilities:

- Ensuring the sales administration of a portfolio of customers (receiving and registering orders, monitoring shipments in conjunction with the logistics team, issuing and monitoring invoices, chasing up late payments in conjunction with the finance team) in compliance with procedures;
- Support the sales team by providing clear, up-to-date and complete information on the contract and customers;
- Ensure that the order is received and complies with the contract communicated by the sales team;
- Dealing with discrepancies and informing those responsible for the contract;
- Act as the voice of the customer in the plant, continuously measure customer satisfaction and act as the plant/customer interface.



Good level of English required (B2/C1) - German or Spanish would be a plus;
Good knowledge of industrial sales;
Good knowledge of Excel and SAP (sales module);
Sense of customer service;
Autonomy, sense of priorities;
Positive spirit;
Thoroughness and reliability.