
Job Title : Customer Service/Order Management Exec - German
Region : Zuid Holland, The Netherlands
Language (s) Required : Fluent German, Fluent English

Looking for a new challenge in an international environment and a diverse team?

Are you an experienced Customer Service professional, with exceptional communication skills and strong order management understanding?

Company Profile:

Our client is a fast growing IT organization, providing solutions and supporting businesses around the world.

Job Description:

As part of the international team of more than 15 nationalities, the customer service executive will provide support to internal and external partners and customers. Managing multiple accounts and activities and providing high level customer service is part of the daily requirements.

The job involves using a mix of commercial, organizational, administration and customer service focused skills while collaborating with other departments within the organization.

The main duties and responsibilities include:

- Communication and relationship management with internal and external customers via different methods.
- Manage customers, understand their needs and resolve issues.
- Order management support, and invoice related guidance – processing quotes on orders, review and validate quotes through appropriate flows.
- Coordination of all customer related activities having to do with orders, technical requests, complaints, credit related issues.
- Accurately administrate and updating internal database and systems and provide reports for renewals & other related processes.
- Support to internal teams and sales members

Required Skills, Education or Experience:

Excellent verbal and written communication in **German** and **English** (fluency required in both languages) as the role is customer facing.

- College/University level degree or working experience equivalent level.
- 2+ years' experience in a similar customer service international position/environment.
- Accuracy and attention to detail while working on multiple tasks.
- Team player with self-motivation, initiative and problem solving abilities.
- Good knowledge of basic computer skills (office, databases etc.)

Salary and Benefits:

Good compensation package and benefits depending on experience and qualifications.

**For more information and to express interest please submit your CV to
nicolas.lymbouris@octagon.nl**