

## Customer Service Operations Representative

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Company: Sun Chemical

Location: Ataşehir

Category: other-general

Responsible for the customer service operations at the defined customers in Germany and other European countries

Proactive order monitoring and keeping customers updated with regular information pertaining to orders and shipments for the defined customers. Managing the entire process of a customer order as part of the order-to-cash (OTC) process (cross-functional end-to-end process from purchase order to payment receipt from the customer)

Handling of any customer inquiry in interaction and alignment with various interfaces like sales, supply chain, credit management, finance, warehouse and transport management, marketing, product management, QM

Order backlog management

Follow up of the transport phases from the system and also with the local agencies of the carriers and keeping the customers updated

Monitoring customer over dues, resolving account and pricing queries together with AR

Monitoring of foreign trade and domestic transport procedures in case of merchandise business

Preparation and organization of any kind of necessary license and registration documents to have the orders released

Follow up of the documentation and pursue corrections if needed

Posting of the docs to the customer or to the bank as per the payment term

Experience in customer service and export in a manufacturing company

Fluent in Spanish and English. German language would be an advantage

Strong attitude for problem solving and team working skills

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