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Customer Service Operations Representative

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Company: Sun Chemical

Location: Ataşehir

Category: other-general

ABOUT THE ORGANIZATION

Sun Chemical, a member of the DIC Group, is a leading producer of packaging and graphic solutions, color and display technologies, functional products, electronic materials, and products for the automotive and healthcare industries. Together with DIC, Sun Chemical is continuously working to promote and develop sustainable solutions to exceed customer expectations and better the world around us. With combined annual sales of more than \$8.5 billion and 22,000+ employees worldwide, the DIC Group companies support a diverse collection of global customers.

YOUR TASK

Join Sun Chemical Colors & Effects Customer Service Operations Department at our office in Istanbul- Ataşehir. We are looking for Customer Service Representatives to join our team with the following responsibilities:

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

YOUR PROFILE

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

EQUAL EMPLOYMENT OPPORTUNITY

It is Sun's policy that applicants for employment are recruited, selected, and hired on the basis of individual merit and ability with respect to the position being filled. Sun prohibits discrimination on the basis of race, color, religion, creed, national origin, age, gender, sexual orientation, gender identify, marital or veteran status, disability, or any other status protected by applicable law.

Employment agencies are an important component of our talent acquisition strategy, and we value the partnerships we have built with our preferred vendors. We will not accept unsolicited resumes from employment agencies for any employment opportunity. All resumes submitted by search firms to any employee at Sun Chemical or directly to hiring managers in any form without a signed contract on file, and search engagement for that position, will be

deemed unsolicited in nature, and no fee will be paid in the event the candidate is hired as a result of the referral or through other means. Additionally, any resume submitted without a contract in place will be considered property of Sun Chemical and no fees will be paid to the agency if the candidate is hired.

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