

RH CONSEIL is looking for a **Customer Service Representative** in **Niederkorn**.

ASSIGNMENT

Provides services to retail clients based in Germany, Austria and Switzerland, from account set up, order processing, monitoring through to resolution of issues.

Processes all customer requests and orders immediately and seamlessly.

Coordinates ongoing promotional and advertising activities for our customers.

Provides friendly and proactive responses to all customer questions and requests.

Confirms and sends information regarding pricing, promotions, discounts, product availability and possible delivery dates.

Updates regularly the customer database.

Handles customer complaints in cooperation with the various departments involved.

Analyses product availability and delivery availability in cooperation with the planning and logistics departments.

Prepares a monthly report on the level of customer service.

Indoor products.

As soon as possible or OCTOBER 2024.

PROFIL

Excellent communication skills both written and verbal.

Organizational skills with the ability to prioritize tasks.

Rigorous, methodical, ability to do the routine parts of the job adequately.

Ability to work as part of a team or independently.

Ability to build and maintain strong internal relationships and interaction at all levels.

Ability to set priorities and solve problems.

Ability to advise and support customers in all their enquiries (phone calls and emails).

Ability to work in an industrial, multicultural environment.

Demonstrates and actively promotes company values.

Fully completed secondary education.

Beginner accepted.

Strong knowledge of MS Office, working experience with SAP is considered as an asset.

A good command of German and in English (working language), written, reading and speaking.

Salary to negotiate + RT (10.80€ / day, 18 / month).

Teleworking possible according to legislation and team organisation.

Send your resume at delphine@turbolux.lu