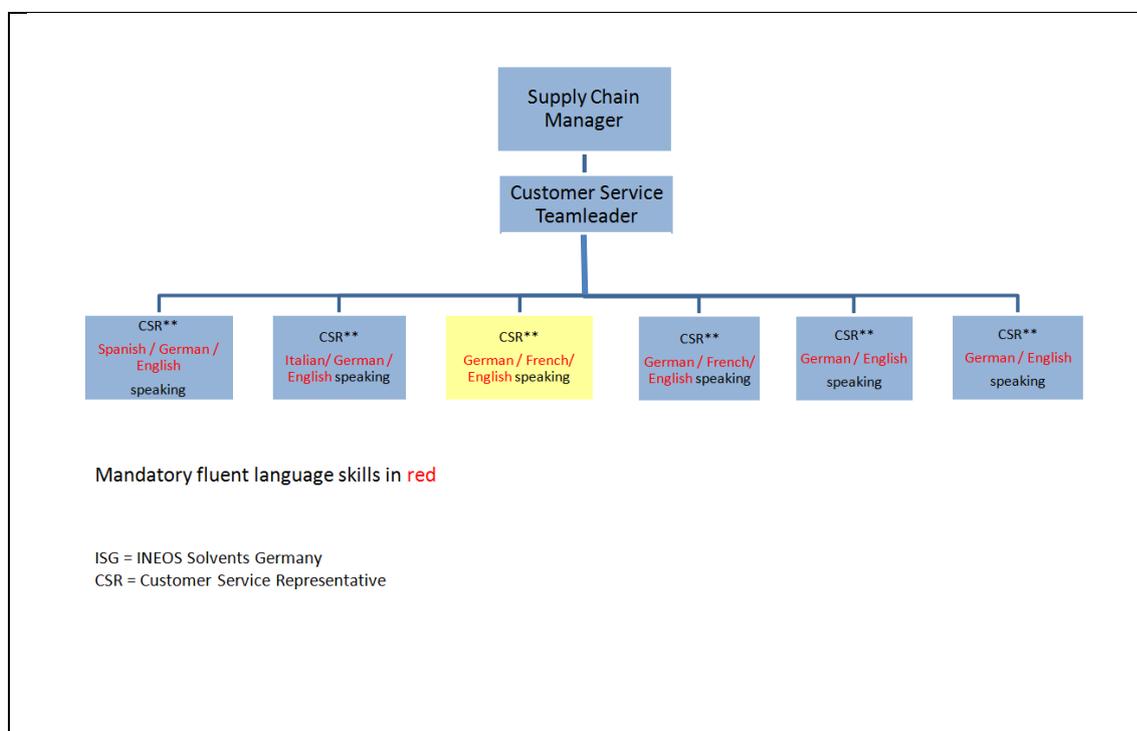


Job Title: Customer Service Representative German English French	
Department/service: Ineos Solvents GmbH a division of Ineos Enterprises Group Ltd	
hierarchical head	functional head:
Supply Chain Manager	Customer Service Teamleader

Organisation Chart



A. Purpose of the job: describe in 1 phrase what contribution the job is expected to make to the organisation's objectives

The position Customer Service Representative (CSR) is responsible for managing the customer interface from receipt of order through order delivery, post transactional support, and closure. This position serves as customer advocate by understanding customer requirements and expectations, and acting as liaison between the customer and manufacturing, credit, operations, logistics, pricing and sales.

The Customer Service Representative (CSR) is the prime customer contact point within the internal sales organisation.

The role of the “CSR” is designed to pro-actively manage customer relationships, which have a significant bearing on the overall bottom line performance of the particular business concerned. As such, the role is one where the exercise of regular judgment and initiative will be a significant and ongoing feature.

Level of education & Experience in general

- Graduate level degree but 2 years experience in customer facing role preferred e.g. Customer Service Operator,

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Technical skills

- High developed communication skills and customer service approach
- Understanding of Business Strategy and customer offers
- High numerical skills
- Attention to detail
- Ability to work under highly pressured situations at times
- Team- work ability
- An excellent working & understanding of SAP
- Excellent IT skills specifically databases & MS Excel.
- Excellent communication & telephone manner to discuss with customers, suppliers etc.
- The role requires fluency in German and English essential as the business Languages and for the sales regions to be covered fluency in French is necessary

Behavioural skills

- The jobholder is often first point of contact for Ineos solvents Customers and therefore needs to have excellent interpersonal skills and the ability to communicate effectively across all levels, both internally and externally.
- The role requires the holder to have excellent interpersonal skills being both a good listener & very responsive
- The jobholder must be a good team player as there will be a variety of business needs combined with many different abilities & competencies within the team that will need to be managed & nurtured to maximise output for Ineos Solvents.
- The jobholder will need to operate often in a pressurised environment, and will need to have the ability to prioritise numerous tasks, which need to be completed within short timescales.

Applications to : Anja Kirchesch (anja.kirchesch@ineos.com)

Closing date : 7. September 2016