

Customer Service Representative

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Company: W. R. Grace & Co.

Location: Poznań

Category: office-and-administrative-support

Requisition ID:22926

Built on talent, technology, and trust, Grace is a leading global supplier of catalysts and engineered materials. The company's two industry-leading business segments—Catalysts Technologies and Materials Technologies—provide innovative products, technologies, and services that enhance the products and processes of our customers around the world. Grace employs approximately 4,300 people in over 30 countries.

Job Description

Provide a best class level of customer service. Acts as interface between the customer and other GRACE departments

Responsibilities

Complying with all internal and external safety regulations pertaining to environmental protection and occupational & traffic safety according to the GRACE EHS system and ensuring that the staff assigned receive up-to-date training

To bring value to our customers and to Grace by producing and supplying a quality product and service in a timely and cost effective manner safely.

To review and upgrade practices and processes in line with the Company's continuous improvement programs or Best Practices

Accept customer orders and perform timely and accurate order entry into SAP

system following the actual processes, and checking if pricing and conditions are in line with existing contracts

Responsible for the Customer Data in SAP as well as Pricing Data in SAP

Act as liaison between Customer, Sales, Order Fulfillment and Production and various other company personnel.

As directed by Sales, contact existing customers to pursue business opportunities by promoting product offerings and soliciting orders.

Confirm oral and written quotations, reviewing all information and promoting a complete package of Grace Products.

Distribution of updated product information & material safety data sheets on request

Receiving and logging customer complaints/problems and taking ownership of the situation. Liaising as necessary to ensure that the customer receives an appropriate and timely response.

Process credit/debit notes for bonus, claims, agents commission etc.

Coordinate return of goods from customers or local warehouses

Manage customer consignment stocks

Compliance with all applicable Grace Policies and procedures (SOx, ISO & Safety)

Ensure the credit limit and collection procedures are followed

Participate in projects or special assignments as needed

Required Qualifications

Customer service experience, preferably in a manufacturing environment

Highly professional and service-orientated telephone manner with ability to liaise with customers and employees at all levels

Team player

Self-motivated

Flexible

Preferred Knowledge

Knowledge of SAP

Fluent in English & local language

Benefits

Annual bonus

Remote work policy

Premium Medical Insurance (for employee & family members)

Life Insurance (for employee & family members)

Reimbursement for glasses for computer work

Sports Card (Fit&More Package offers swimming pools, 4500+ sport-recreational facilities all over the country).

Language Courses

Grace is not accepting unsolicited assistance from search firms for this employment opportunity. Please, no phone calls or emails. All resumes submitted by search firms to any employee at Grace via email, the Internet or in any form and/or method without a valid written search agreement in place for this position will be deemed the sole property of Grace. No fee will be paid in the event the candidate is hired by Grace as a result of the referral or through other means.

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