

Ervin is a family-owned company originally established in Michigan, USA in 1920. As one of the global market leaders in the abrasive industry, we are producing cast steel and stainless steel abrasives in several manufacturing facilities throughout the US and Europe. Some of our key markets in Europe are France, Benelux, Germany, Spain, Italy, Poland and UK, but we also have strong customers in North Africa. We currently have more than 450 employees worldwide.

For our Headquarters Europe based in Berlin, Germany we are seeking a qualified candidate as

Customer Service Agent France

The main focus of the Customer Service position will be the support and enhancement of the regional sales teams through customer contact and order entry from the back-office. Our Customer Service department is the communication link between production and sales.

Further duties:

- Close interaction with regional distributors/ customers but also production facilities
- Checking sales orders for compliance to internal policies
- Arranging distribution of goods throughout Europe and obtaining freight cost quotations
- Preparation of export documentation including customs paperwork
- Dealing with sales order/enquiries/dispatches
- Processing of order acknowledgement
- Customer master data maintenance
- Further develop customer relationship to enhance customer satisfaction levels
- Together with Customer Service Manager, develop and improve customer strategic relation

Requirements:

- Experience with SAGE, SAP or a similar ERP system
- First experiences with process management
- Good levels of spoken and written French and at least one of the following languages: German or English.
- Any further language skill is highly appreciated
- Driven team player with an independent, reliable and goal-oriented attitude to work
- Entrepreneurial spirit, passionate about customer satisfaction
- Experience in the Customer Service sector is appreciated, but not required
- Problem solver with a high result orientation
- Good Microsoft Office experience

We offer:

- Long term perspective
- Lean company structure with very short decision making timeframes
- Multicultural, international, open-minded team
- Modern office with free coffee & drinks and good public transport connection
- Fast development and the possibility to learn something new every day

Please send your detailed application to:

careers@ervin.eu

For further questions, call us at:

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