

Customer Service Advisor, Northwest

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Company: Mindray India

Location: Netherlands

Category: office-and-administrative-support

Customer Service Advisor / Service Admin / Sales Order Processing Location:

Hoevelaken, The Netherlands Monday to Friday – Full Time – based in Hoevelaken Highly

Competitive Salary + Excellent Benefits + Career Enhancement Are you progressive, with

outstanding organisation skills and experience of supporting customers in a role that covers

a multitude of responsibilities? Are you looking to work in a fun, fast-paced team where you

can showcase your strong organisation and customer focused skills, whilst working for an

internationally renowned cutting-edge business? This role will consist of a real mix of duties,

no day is ever the same and the variety is immense. 70% of the role will focus on

Service Administration, with the other 30% focusing on Customer Service and sales

order processing in SAP. Your responsibilities: Processing of service orders: creating spare

parts orders, following up on the status of orders, following up on payments, logistics and

transportation, and other order management throughout the process. Administrative

support: responsible for organizing maintenance service contracts, order documents,

equipment warranty cards and installation reports. Service contract follow-up: create

service contracts and regularly follow up the invoicing of service contracts (processing of

equipment warranty or extended warranty). Assist the service team to coordinate the

materials of service machines, spare parts, and fixtures, and follow up in the CRM system

to ensure accurate data and progression. Process customer orders and follow up all customer

orders daily process to support business sales Cooperate with sales, logistic and finance

team to ensure the sales order process is completed in a fast and accurate way Attend

weekly meetings and provide relevant data to ensure each month's billing is finished

according to billing forecast Support customers and managers by sending updated status and ETA Provide efficient support to customer queries, service issues and requests, handle complaints properly to meet customer needs, following internal rules, regulations, and processes Maintains accurate records of orders placed and their status Keeps track of orders on hold, interfacing with customers daily Answers incoming customer calls and deals with customer queries/service requests What are we looking for in you? The right attitude is critical – you need to be passionate and driven about success! Ability to work 37.5 hours (Monday to Friday) per week based in our Hoevelaken office Numerate and literate with a good working knowledge of the order entry systems and software, preferably SAP but we are happy to train Comprehensive experience in a service administration, business support, project administration, sales order processing or customer service position Fluent in English and Dutch language, both verbal and written Knowledge and experience in Excel and Word Excellent telephone manner and communication skills Able to function independently with limited supervision Good interpersonal skills. Must be flexible in your approach to tasks with the ability to work under pressure High level of accuracy, efficiency, and accountability MBO level 4 education level preferred Ability to work in Europe without requiring sponsorship What's in it for you? This is an excellent position for candidates that are really looking for a role with difference and one in which they can really make an impact. As a double-digit growth business with ambitious targets in our meteoric success, this is an opportunity to join a business built for future success where you can have a true impact on our business, and your own career development! Mindray Europe, as part of the global Mindray business, offers a wide selection of bespoke benefits dependent on your location, along with a competitive compensation package and a commitment to a long term working relationship. With industry leading training and development available to you, you are sure to have a highly rewarding and mutually beneficial, career with Mindray, in a culture that values honesty and fun! Our goal is to continuously improve and sustain an inclusive culture in which diversity provides deeper customer insights and creates a competitive advantage in the markets we serve. By attracting, developing, and engaging the best team of diverse, empowered associates, we help build success for ourselves and our customers. Follow us on LinkedIn Tweet us on Twitter @MindrayGlobal Check out our YouTube Page

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