

Netherlands Jobs Expertini®

Customer Service Representative

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Company: Trivium Packaging

Location: Netherlands

Category: office-and-administrative-support

Trivium Packaging is a global sustainability leader in metal packaging with more than 60 locations worldwide, nearly 8,000 employees, and an annual revenue of approximately 3.0 billion. Trivium serves a diverse range of customers in a variety of end markets such as food, seafood, pet food, nutrition, beauty and personal care, household care, and premium beverages.

Trivium wants to shape the industry and has embarked on an ambitious transformation journey. In the near term, focus is on building & upskilling the team, deciding where to play & how to win, and increasing financial performance by executing the Trivium Business System (commercial, operational, and supply chain excellence). Sustainability is embedded in our materials and in our actions. Trivium has ambitious sustainability targets and focuses exclusively on products that are infinitely recyclable. Our company sustainability journey has been awarded with a Platinum medal by EcoVadis, the worlds leading rating agent who allocated this award only to the top 1% of the > 75000 companies reviewed. Sustainability is embedded in each and every function at Trivium, its in our DNA. The global head office is at Amsterdam Airport; however, many people work in virtual teams from different countries. Our culture is results-driven, entrepreneurial, informal, and highly multicultural. Our people have a high degree of responsibility.

Role Description

The Customer Service Represnetatue will manage the daily order-to-cash process with the customer. Key activities are: customer data processing, order entry and management, deliveries handling inbound customer inquiries and coordination with supply chain.

Key Responsibilities

Manages order process in SAP

Handles all communication with customers about orders, deliveries, and invoices

Address escalations with local supply chain if order prioritization is needed (e.g. in case of production issues)

Responsible for updating prices in SAP

Increase customer satisfaction by creating and maintaining positive customer relationships

Provides accurate demand planning forecast to support optimized production planning

Handles inbound new customer inquiries where appropriate, communicates Trivium value proposition to potential customers

Actively supports customer creation process: collecting required information and making the request to the master data department

Involvement in Litho creation / invoicing may depend per business

Education & Training:

BS degree, preferably in business or technical direction

1- 2 years experience in customer service or sales support role

Strong knowledge of SAP or equivalent ERP system (s)

Clear affinity with using software like CRM and MS Office

Professional selling and negotiation training are preferred

Good command of English (C1), French would be a big advantage.

Demonstrated ability to develop and work in a team culture with other internal departments including but not limited to R&D, Customer Service, and Supply Chain

Competencies:

Willingness and ability to cooperate with customers, managers and colleagues

Organizational skills

Team Player (good communication, exchange information pro-actively, service orientated)

A sense of responsibility, care, high accuracy, reliability

Ability to recognize problems, describe and implement solutions

Strong analytical skills

Dealing with pressure

Willingness and ability for constant and comprehensive personal training

Flexibility

Assertiveness

Willingness to travel (is it in contradiction with limited travelling)

Reporting and statistics

BRINGING YOUR TRUE SELF TO WORK

To reach our goals, we know we need colleagues at all levels who are truly diverse in every way. That's why we are an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, religion, color, age, sex, national origin, sexual orientation, gender identity, disability status or protected veteran status. Our customers come from a wide range of backgrounds, and so do our people and it's business critical for us to ensure all our people have what they need to perform at their best and can be their true selves at work. #LI-AG #LI-Hybrid

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