

<b>JOB DISCRIPTION:</b>	Customer Service
<b>SALARY:</b>	To discuss
<b>WORKING HOURS:</b>	36-40 hrs
<b>ADRESS:</b>	Power-Sonic EMEA BV, Smitspol 4, 3861 RS te Nijkerk

Power-Sonic Corporation has almost 50 years of experience in the battery industry. We continue to develop and innovate new products in this rapidly changing industry. For more information, see our website: <http://www.power-sonic.com>

We are looking for someone to join our customer experience team, as a team member you are jointly responsible for the daily management of the company, including:

- Processing of international and NL orders
- Check prices and availability of stock
- Sending order confirmations and issuing invoices to customers
- Answering incoming telephone questions & bull; Maintain contact with customers about order status
- Generate relevant picking and packaging documentation and maintain contact with our warehouse team
- Preparation of export documentation (certificate of origin, etc.)
- Communication with freight forwarders to arrange the collection of goods and tracking information
- Supporting sales team with administrative tasks and offers to customers
- Daily maintenance of customer files

You know how to approach, you are a team player, you can switch well between the various activities and at the same time keep an overview.

Essential experience and qualifications:

- Accurate data entry skills with attention to detail
- Good telephone method and the ability to communicate with customers in a well-considered and concise manner
- Problem-solving skills and the ability to respond quickly to changing customer demands
- An organized and methodical approach
- Ability to give priority to workload
- Experience in ERP system(s), preferably Microsoft Dynamics NAV
- Good computer skills with experience in Microsoft Office

Desirable:

- Knowledge of the French language
- Knowledge of export documentation (Cert. of Origin, Bills of Lading)

What do we offer?

A good salary, a nice working atmosphere and numerous training options.

For more information call and ask for;  
Edwin Granneman, Power-Sonic BV, Manager Operations EMEA  
T: 033 - 7410 704

or send an email with your application to;  
[edwin.granneman@power-sonic.com](mailto:edwin.granneman@power-sonic.com)