

Swedish or Finnish administrative representative

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Company

A major U.S. pharmaceutical company, provides technology and tools for the development and production of new therapies and drugs. European headoffice has consolidated the Customer Services for its operations in 20 European countries into one center, based in Amsterdam ZO. This highly successful Customer Service Center operates in a truly international, multilingual and multicultural environment.

Job Description

The Representative is responsible for handling customer contact (orders/queries/complaints) and the accompanying administration. He/She is responsible for incoming correspondence, faxes, e-mails and calls and for entering and handling orders according to internal processes. He/she ensures interface with other internal departments, analyses the cause of products returns, issues credit notes and invoices. Manages the flow of information within his area of responsibility, takes necessary actions in line with the company's requirements and in order to satisfy the customer's needs.

Job Requirements

We are looking for:

- A native Speaker of Swedish or Finnish and fluency in English

With the following skills:

- Customer Service oriented
- Extensive communication skills (verbal and written), active listener
- Accurate, well organised
- Team player, positive attitude
- Willing to commit
- User experience with computers
- Customer Service /Oracle /Logistic experience as a definite asset

We are looking for a steady person that is willing to fulfill the position for several years. Due to the size of the company, growing possibilities are few.

Salary and Benefits

After three months temp contract the possibility for a permanent contract with the company

Social events

Easy to reach by public transport

If you are interested and match the requirements, please respond by sending us your resume.

!! Please note that we will only contact you if you live in The Netherlands and meet the requirements !!