

International Customer Service Representative - Solutions Team

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Company: Randstad Professionals Belgium

Location: Machelen

Category: computer-and-mathematical

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international customer service representative - solutions team

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diegem, vlaams-brabant

1 dag geleden gepubliceerd

sluit 24 september 2023

solliciteer

jobdetails

samenvatting

diegem, vlaams-brabant

tijdelijk

38 uren per week

functiegroeplogistiek

referentieDUORS-1490218

jobdetails Johnson & Johnson in Diegem searches a motivated Customer Service

Representative to work in an international environment. Sounds nice? Please keep reading.

- Single point of contact for a defined group of external and internal customers
- Responsible for the recording, handling and finalization of customer inquiries, complaints and claims ...- Responsible for handling and processing returns, disputes and address book creations
- Supports order management activities on occurrence
- Responds to difficult customer queries
- Investigates and resolves non-routine customer problems
- Determines which complex issues need to be escalated
- Verifies new accounts are set up correctly in database
- Provides updates to customers on order status and/or problem resolutions
- Solicits feedback regarding customer satisfaction
- Reviews log of all calls, query details and responses
- Ensures log is accurately filled out and that all queries have been answered accurately and efficiently
- Prepares and distributes external and internal communication

toon meer Johnson & Johnson in Diegem searches a motivated Customer Service

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ervaring

1-3 jaar

taken

Bestellingen opvolgen Klantencontact Contact leveranciers

jouw aanbod

- Minimum Bachelor degree or equivalent by experience
- Highly customer focused/oriented
- Ability to manage difficult situations and the stress associated with them
- Good operational and organizational skills
- Strong analytical skills
- Confident and influential communicator at customer, peer and management level
- Sense of responsibility and integrity
- You are structured and can work independently but also as a teamplayer
- Ability to listen
- You are a problem solver
- You can work Accurate, Analytic and Balanced
- Good knowledge of Dutch and French both written (mainly by mail) and spoken
- Medium knowledge English
- You have experience with ERP system
- Knowledge of MS Excel.

opleiding

Professionele bachelor

ons aanbod

bedrijfsprofiel

Johnson & Johnson is the world's most comprehensive and broadly based manufacturer of health care products, as well as a provider of related products for the consumer, pharmaceutical and professional markets. Johnson & Johnson is the world's most comprehensive and broadly based manufacturer of health care products, as well as a provider of related products for the consumer, pharmaceutical and professional markets.

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