

Prosolbia Recruitment & Executive Search S.L. delivers talent acquisition services under a retainer fee, assuring the right match in every assignment and an appropriate candidate experience.

Our client, world leader producer of cosmetic dropper packs located in Barcelona area, has ordered us the search and recruitment of a:

CUSTOMER SERVICE SPECIALIST

B2B SALES & SUPPLY CHAIN

For this role, your main responsibilities will be:

- Responsible for managing a portfolio of customers, providing appropriate level of service and support, maintaining long term relations.
- Receiving and entering customers orders.
- Keeping clients' up to date by sending packing lists and informing estimated delivery dates.
- Maintaining ERP and managing Sales and Logistics master data.
- Liaising with different internal departments: logistics and planning, and occasionally technical, quality, warehouse, accounting and purchasing departments.
- Keeping clients up to date with the current service and supply chain risks, liaising with planning/transportation to elaborate mitigation plans.
- Communicating incidents and internal communication and management.
- Supporting customer certification requirements (logistical, regulatory and quality)
- Assisting the commercial department on annual price updates.
- Managing large customer accounts, stock and liabilities, forecast and demand plans, making sure our production plans are aligned.
- Participating in online meetings with clients to review demand situations and business reviews regarding overall performance, KPIs, VRR and quality.

If you want to know if this role is for you, check out if you meet these requirements:

- University Degree in Business Administration (ADE) or equivalent.
- Experience in logistics, supply chain or demand planning within a similar role: customer care, internal sales, key account management, or similar.
- C2 Level of English (Proficiency) is a must.
- Fluency in French is an advantage.
- Good command of IT systems to support data entry in existing ERP and customer systems and reporting.
- Multitasking and high organizational skills, interpersonal communication, problem-solving skills and decision to decide whether to escalate situations and queries.
- Residence in Barcelona and surrounding areas.

You can wait from the company:

- Joining a big-sized local company with worldwide operations in a full international framework, dealing with customers which are global leaders in their industries.
- A flexible working day with possibility of partial remote work.

si estás interesado/a y consideras que tu perfil tiene encaje con lo que hemos comentado, nos encantaría recibir tu candidatura a cv@prosolbia.com con tu currículum adjunto, indicando en el asunto del correo el título de la posición