

Customer supports main task is to stay in close contact with our customers and deal with all customers needs and requests in a fast, friendly, and service-oriented manner. In this position you are the interface between the production & warehouse and our freight forwarders as well as the assigned sales managers.

Customer Support (m/w/d)

Industry: Food Ingredients / Location: Vienna

Main Responsibilities

- Order management (complete process from order to invoice, incl. tracking of goods) in a cost-effective way
- Generating of all necessary shipping documents (e.g., but not limited to phytosanitary certificate, certificate of origin, health certificate, EUR1, long-term suppliers declaration)
- Appointing of freight forwarders (road, sea, air), considering cost optimization
- Processing of misc. payment terms (such as L/C, CAD)
- Complaint management (e.g. damaged or missing goods/ replacement deliveries, etc.)
- Generating of sales contracts in our CRM-system
- Working with our CRM-system; keeping track of customers profiles and data
- Arranging of sample shipments to customers worldwide, including required documents
- Managing of pallet accounts
- Filing of processed orders
- Maintain current track on required documents for each customer resp. country
- Stay informed about political changes for critical countries

Key Requirements

- Commercial background and a certain work experience is required
- Experience in customer focused environment
- Business support experience required
- Work experience with international business

- Languages: Fluency in German and English is mandatory
- Be compliant with international and intercultural business habits
- Like to work with customers and as a team player

According to the Austrian collective agreement, the minimum gross salary per month for full-time for this position is 2.126. Overpayment depending on qualifications and professional experience.

Are you interested and meeting the requirements? Then we are looking forward to receiving your CV at job@soyaustria.com.

Please note, only applicants meeting the requirements will be contacted!