

Complaint investigator

Turning customer complaints in to business opportunities

Purpose of the role:

We take complaints seriously at Barry Callebaut. Each complaint is an opportunity to gain loyalty from our customers. Dissatisfied customers whose problem is fixed become even more loyal. A complaint is a gift since it shows what is important to our customers and provides us valid input on improvement areas.

As complaint investigator you will gather all the elements that caused the dissatisfaction of our customer. You will look for the root cause and agree on corrective actions with the departments involved. Based on the facts you will propose clear feedback and initiate compensation. You operate out of our shared service centre in Lodz (PL) and support our European Customer Care teams in their local language. You are eager to learn and want to understand all our commercial processes. You don't take things for granted and demonstrate a strong desire to improve. You can explain complex matters in simple words. Above all you are customer focussed and service oriented. You don't see complaints as annoyances but as a constructive signal to further improve service. You are part of a newly created international team of complaint investigators and report to the complaint investigation manager.

Job description

- Complaint investigation
 - Gather, validate and understand all elements necessary to investigate complaint
 - Identify preliminary root cause and responsible department
 - Delegate root cause analysis to preliminary responsible department
 - Follow up timely feedback from responsible department
 - Perform detailed root cause analyses for customer care related complaints
 - Based on feedback from responsible department, formulate response to customers
 - Monitor timely feedback to customer
 - Align content customer feedback with customer care agent and sales
- Reverse logistics
 - Initiate goods return process
 - Agree pick up date with logistics department
 - Follow up inspection of goods as of return to the warehouse
 - Follow up timely answers and pickup
 - Inform customer care agent on status return
- Financial corrections/compensation
 - Initiate credit and debit notes in line with conclusions of complaint investigation
 - Initiate credit notes following accommodation request
 - Initiate debit notes for waiting times, sample request, miscellaneous invoicing requests, ...
 - Monitor the e-invoicing process
- Complaint follow up
 - Follow up if the customer feels his complaint is being addressed
- Continuous improvement
 - Follow up continuous improvement initiatives to prevent reoccurrence of complaints

Qualifications/requirements necessary for the job

- Education
 - Bachelor or master degree in business or languages
 - Excellent language skills (C1 level) of at least two of the following languages (Polish, English, French, Dutch, Italian, Spanish, German)
- Experience
 - 2 to 3 year business experience in international commercial environment is advantage but not a must
 - Knowledge of SAP R3
- Key competences
 - Customer focussed,
 - Service oriented,
 - Able to follow correct administration,
 - Analytical, problem solver,
 - Eager to learn,
 - Consistent; able to follow flow and procedures
 - Excellent written communication skills
 - i. ability to clearly define a problem,
 - ii. propose corrective actions and
 - iii. take in to account commercial sensitivity of the customer
 - Ability to understand complex structures and organizational set up
 - Ability to challenge things, does not take things for granted
 - Extravert, reaches out to others to understand and solve problems
 - Willing to occasionally travel within Europe
 - Capable to work in matrix organisation