



## Customer Service Representative with Dutch



**Location:** Gdańsk, Poland



**Category:** Customer Service



**Job Type:** Full-time

Kemira's multifunctional business service center in Gdańsk, Poland is looking for professionals. Kemira Gdańsk is a dynamic and multicultural center, that values openness, cooperation and partnership. We strongly support the development of our employees and create unique working environment.

We are looking for Customer Service Representative to join Customer Service department. Customer Service department consists of front office team and back office. Front office team is the face of Kemira to the clients and is therefore in constant contact with stakeholders. Back Office team executes deliveries to customers and is supporting Front Office through communication with carriers. Customer Service team in Gdansk is serving EMEA region.



**We are looking for:** Customer Service Representative with Dutch

### Your responsibilities will include:

- responsibility for correct data entering per each order to ensure correct deliveries and invoices
- register and resolve transportation complaints
- contacting customers via different communication channels regarding their order, order confirmation, shipment details
- cooperating with logistics department
- providing support and solving problems

### Desired skills and experience:

- **fluent knowledge of English AND Dutch**
- functional experience in order management or customer service will be an asset
- good practical knowledge of MS Office tools
- very good communication and interpersonal skills

**For more information, please contact:**

ext.anna.piechota@kemira.com

**Application deadline:**

Please apply with your CV by 31.03.2016