



Shell Business Operations Kraków- job offer

Customer Operations Specialist - Deal Management - Dutch Speaker

Royal Dutch Shell is a global group of energy and petrochemicals companies, operating in over 80 countries and territories and employing more than 90,000 people. Our core values of Honesty, Integrity and Respect for People define who we are and how we work. Royal Dutch Shell has developed a global network of Shell Business Operations to provide first-class services to Shell companies across the world.

Shell Business Operations (SBO) Krakow sits at the centre of Shell's global businesses, providing an operational backbone to our essential business functions. Working in a vibrant community with strong values and a supportive culture, an SBO-Krakow job will offer the chance to build a lasting and meaningful career. As one of seven Business Operations Centres located worldwide, a job in Krakow will give you the chance to interact and work with people across the world, helping to deliver excellent support to business clients and internal stakeholders as well as advanced financial operations.

Shell is an Equal Employment Opportunity Employer of Minorities, Females, LGBT Equality and Individuals with Disabilities.

Job Description

This job sits within the Deal Management Journey forming a critical part of the Customer Fulfillment Cycle. The job supports delivery of a Customer Value Proposition that sets Shell

apart from its competitors. The Customer Operations Specialist Deal Management supports Account Managers in on-boarding Customers to Shell and delivering all relevant changes to the customer agreement throughout the contract life-cycle. The Customer Operations Specialist Deal Management owns pricing and the contract set up, amendment and management process. This role makes sure Customers find it easy to do business with Shell by providing a best-in-market Customer experience.

- Work with Account Managers to provide pre-offer, offer and contract management support for standard and non-standard contract set up and maintenance
- Execute contract legal and fiscal requirements, working with local legal focal points
- Follow-up directly with customers on missing contract documentation
- Ensure contracts are signed and stored in line with local country requirements
- Review contract performance
- Own contract documentation archiving and termination of customer contracts
- Support preparing for tender bids
- Set up and maintain end to end pricing data
- Act as resolution owner of Customer complaints
- Maintain Sales Hierarchy, contract registers and banding adherence
- Process manual vouchers received from Retailers during offline card transactions
- Act as a touchless setup lead in system-to-system setup with new Customers
- Work with Customer IT teams to resolve issues and manage internal processes.

Requirements

- **Dutch at B2 level minimum**
- English B2
- Previous experience in customer service
- Bachelor degree preferred (Business related major) or equivalent experience
- Experience in Microsoft Office
- Possess a strong Customer service ethic and ability to understand, meet and champion the Customer's needs, while staying within the policies and procedures
- Able to demonstrate a continuous improvement mind-set
- Demonstrated communication and relationship building skills
- Demonstrate a willingness to be coached, showing an openness to feedback and performance improvement opportunities

You can apply directly from this link:

<https://krb-sjobs.brassring.com/tgwebhost/jobdetails.aspx?partnerid=30030&siteid=5876&jobid=1035381>

Shell is waiting for you!