

Customer Service Operator (m/f/d)

Daikin Chemicals - Positively Innovative

Since 1933, Daikin Industries has been involved in the research and production of fluorochemicals, and is one of the world's foremost manufacturers of fluorochemical materials today. Daikin's unique expertise is essential to a variety of industrial fields: With world-class technology, we offer a wide range of high quality products with applications in automotive, semiconductors, health care, renewable energy, consumer cookware, wire and cable, textile and fabric treatment, paper and packaging, optics and displays, coatings and more.

Assignment

This person is responsible for order processing and logistics for specific customers and products at Daikin Chemical Europe.

Main responsibilities

- Sales Order processing (SAP)
- Handling customer returns and claims
- Close communication with logistic providers and warehouses
- Organizing dispatch of customer orders
- Tracking and expediting of special shipments
- Responding to internal inquiries from Sales department
- Handling customer enquiries
- Purchase Order handling with suppliers (mainly China, Japan and US)
- Performing general administrative tasks (filing, reports, documentation, IHK, etc...)

Personal skills

- Basic knowledge of materials management and logistics
- Background in Customer Service or Sales
- Knowledge in International and EU wide logistics regulations (e.g. Incoterms)
- Good command of MS Office software application
- Experience with SAP an advantage
- Self-motivated and comfortable working as part of a team
- Excellent communication and writing skills (English is a must, other languages are an advantage)

Position

- Reporting line: Department Manager Logistics and Operations
- Place of Work: Daikin Chemical Europe, Düsseldorf

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