

Ready for a great international challenge within the n.1 beauty company in the world?

Loreal Kazakhstan would like to announce a new vacant position - CSS.

Customer Service Specialist

Be the privileged interlocutor of clients within the Customer Service and ensure the complete execution of the order-to-cash cycle.

- Establish a personalized relationship with the client in order to optimise the service level.
- Proactively ensure order processing and follow-up until the delivery.
- Efficiently answer to the clients' requirements (deadlines, shortages, information, disputes)
- Record, analyze and follow up the disputes situations (complaints, deductions, returns etc.) in accordance with the Credit Manager, the sales and controlling teams, and the physical distribution.
- Enforce the credit policy and the application of our sales terms and conditions in term of payment deadlines, through follow-up of the bills payment and in proactively ensuring reminders.
- Stay in touch with the Credit Manager in order to identify any credit risks and to implement adapted corrective actions.
- Be responsible for the client accounts clarity (clearing of accounts)
- Proactively communicate towards the hierarchy in case of problems and implement adapted corrective actions.
- Participate to the training of new collaborators and transfer his/her knowledge and know-how of the job.
- Depending on the organization, ensure the continuity of service (he/she can/could have, occasionally and partially, to replace his/her superior,)
- According to the organization, participate to the implementation of projects in collaboration with the client (ex: information sharing, stock levels optimizations etc.)

Requirements:

- Higher education
- Good interpersonal skills
- Experience in customer service is a plus
- SAP knowledge is a plus
- Fast reaction, ability to listen
- Attention to details
- English intermediate

Please send your CV & cover letter to - yermek.akhmetov@loreal.com, Please copy all our future correspondence to e-mail of DKU Carrier Center