

Customer Service

Responsabilități

We are seeking an enthusiastic and customer-focused Customer Service Representative to join our dynamic team in Bengaluru, India. As a key member of our organization, you will be responsible for providing exceptional support to our valued customers, ensuring their satisfaction and fostering long-term relationships.

- Preparing Proforma invoice through SAP to collect the customer advance payment.
- Manually load the order in SAP by using the data provided by customer and working with plant for PO production.
- Tracking stock status in SAP on daily bases.
- Follow up the order status with factory manager for the quick delivery of the products.
- Provide Order status to customer and coordinating with freight forwarder for the shipment.
- Prepare invoices and packing list in SAP and sending it to customer and forwarder.
- Collecting certificates from quality team and send it to customers.
- Follow up with forwarder for ETA, VESSEL, and BOL details for the shipment.
- Payment follows with customer.
- Update Open Order Report, Order intake Report on time.
- Prepare reports and send it to customers and Sales Managers.
- Instruct sales team to plan new orders based as per current inventory.
- Handle Customer claims, queries



Job ID
REF78427J

Domeniul de activitate
Bengaluru

Nivelul de Leadership
Leading Self

Flexibilitatea programului de lucru
Onsite Job

Persoană juridică
ContiTech India Pvt. Ltd.

Cerințe

- Proven experience in customer service or a related field
- High school diploma or equivalent; bachelor's degree is a plus
- Excellent verbal and written communication skills in English
- Strong problem-solving abilities and attention to detail
- Proficiency in using CRM systems and Microsoft Office suite
- Ability to multitask and work efficiently in a fast-paced environment
- Patient and empathetic approach to handling customer concerns
- Team-oriented mindset with the ability to work independently when required
- Flexible and adaptable to changing priorities and work schedules
- Resilient with the ability to maintain composure in challenging situations
- Strong time management and organizational skills
- Basic technical understanding to troubleshoot common customer issues
- Commitment to delivering exceptional customer experiences

Oferta noastră

Ready to drive with Continental? Take the first step and fill in the online application.

Despre noi

For 150 years we've been changing the way the world moves - now it is your chance to design the next chapter of the strategic growth field of Continental. We are looking for you as an Customer Service specialist.