

Backfill SAP S4 HANA - Customer Logistics AOE CTTR

工作职责

Order Processing and Customer Service:

- Ensure complete order acceptance, processing, and delivery to international customers
- Monitor order entry and create orders in the system
- Coordinate special freights and daily delivery dates with customers, production, demand planning, and sales teams
- Allocate available stock to orders efficiently
- Create, review, and submit standardized documents (e.g., order confirmations, back-order overviews)
- Process customer enquiries and requirements through various channels, including customer web portals
- Handle and resolve customer enquiries via email and phone in a timely and accurate manner
- Provide outstanding customer service to improve customer satisfaction and relationships
- Update customer details regularly in SharePoint

Logistics and Documentation:

- Ensure daily and timely transmission of incoming EDI messages
- Guarantee accurate and punctual transmission of Advanced Shipping Notices (ASNs) to customers
- Coordinate with forwarders, warehouses, and dispatching departments for efficient communication
- Implement and test new EDI connections in cooperation with IT (for incoming orders and ASNs)
- Manage claims in collaboration with Quality Assurance/Quality Management teams, including claim reports and follow-up procedures

Process Improvement and Compliance:

- Implement, monitor, and optimize work instructions for the logistics department
- Coordinate small projects and support larger logistics initiatives
- Develop and follow measures to improve occupational safety in the logistics area
- Comply with company policies, rules, and regulations (e.g., working schedule, contract terms, quality management, health and safety, environmental protection, fire prevention, data protection policy)
- Participate in continuous improvement efforts for logistics processes and customer service standards

Collaboration and Communication:

- Work closely with internal departments such as sales, production, and IT to ensure smooth order fulfilment
- Liaise with external partners, including freight forwarders and



职位号码

REF93012K

工作职能

物流

所在地

泰梅什堡

领导力级别

个人贡献者

工作场所灵活度

混合式办公

法律实体名称

**ContiTech Thermopol Romania
S.R.L.**

- customs agencies, to facilitate efficient international shipments
- Prepare and present regular reports on logistics performance metrics and customer satisfaction levels
- Contribute to team meetings and brainstorming sessions to identify areas for improvement in logistics operations

Professional Development:

- Stay updated on industry trends, best practices, and emerging technologies in logistics and supply chain management
- Participate in relevant training programs to enhance skills in customer service, logistics software, and international trade regulations

职位要求

- Successfully completed studies in logistics, supply chain management, business administration or a related field, or successfully completed commercial training
- At least 1 year of professional experience in the area of SCM / Customer Service (order processing)
- First experience with international customers
- Fluent in English, both written and spoken
- Proficiency in Microsoft Office suite, particularly Excel for data analysis and reporting
- Experience with Enterprise Resource Planning (ERP) systems and Electronic Data Interchange (EDI)
- Analytical and problem-solving skills with attention to detail
- Excellent communication and interpersonal skills for effective customer service
- Ability to work in a fast-paced environment and manage multiple priorities
- Knowledge of international trade regulations and customs procedures
- Familiarity with logistics and transportation management systems
- Strong organizational skills and ability to meet deadlines
- Adaptability and willingness to learn new technologies and processes
- Team player with the ability to work collaboratively across departments

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