

CUSTOMER SERVICE SPECIALIST - (maternity replacement – temporary contract)

Dunapack Rodina AD - member of the family of Dunapack Packaging, part of the Prinzhorn Group, stands for innovative and competitive packaging solutions.

Dunapack Packaging Division, with its 24 corrugated plants located in 11 countries, is part of Austrian based Prinzhorn Group. With over 9.000 employees in 16 countries, the group ranks among the European market leaders in the packaging, paper and recycling industry.

Dunapack Rodina AD is the local leader in design, production and sales of corrugated paper packagings, based in Plovdiv, and in order to strengthen our Sales team, we are, effective immediately, looking for:

Customer Service Specialist - (maternity replacement – temporary contract)

Our Customer Service works cooperatively with Sales Representatives and other members of our team to grow existing customers, create new customers and meet or exceed monthly sales quotas while increasing customer satisfaction.

Essential functions will be as follows:

1. Provide quotations to clients and follow up, where necessary;
2. Processing orders, monitoring and analysing sales orders;
3. Liasing between internal operations department and customers;
4. Developing and maintaining successful relationships with the customers;
5. Support customers through service and provide for effective problem solving;
6. Attend to customer questions, complaints and concerns immediately and facilitate satisfactory resolution;
7. Support sales plan by actively approaching the customers on a regular base;
8. Handles customer questions, complaints, and billing inquiries with the highest degree of courtesy and professionalism to resolve customer issues;
9. Responsible for the financial standing /collects and adjusts customer accounts into the contracted levels/;

Successful candidates should demonstrate the following:

1. Bachelor /Master degree in Economics or related /university students in their last year are also appropriate/;
2. Results oriented attitude with ability to work under pressure and meet strong deadlines;
3. Strong organizational and analytical skills;
4. Excellent knowledge of MS-Office;
5. Fluent command of English and Bulgarian in writing and speaking;
6. Excellent presentation and communication abilities;
7. Loyal and positive attitude;

Advantages:

Proven experience in B2B relationships will be considered as an advantage.

The company offers:

1. Inspiring engagement in an international company with leading position in its sector;
2. Dynamic and challenging job;
3. Specialized and on-the-job training;
4. Attractive remunerations package with recognized performance;

Applicants will be expected to pass any assessment associated with the position.

The professionals interested in this position should send a cover letter and a comprehensive CV in English to the attention of HR Department.

Only short-listed applicants will be invited for an interview.

Dunapack Rodina AD is registered as an administrator of personal data to the Commission for Data Protection. The personal data provided by you will be processed for the purposes of the recruitment process. Dunapack Rodina AD takes the responsibility to handle, use and store your personal data, ensuring its protection in secret from the third parties.

Телефон за връзка 032 / 904 503, E-mail: hr.plovdiv@dunapack-packaging.com

*The Prinzhorn Group

Dunapack Packaging Division, with its 24 corrugated plants located in 11 countries, is part of Austrian based Prinzhorn Group. With over 9.000 employees in 16 countries, the group ranks among the European market leaders in the packaging, paper and recycling industry.

With an annual turnover of 1,6 billion Euro the family-owned and managed Prinzhorn Group is number three in Europe and structured in three divisions: Dunapack Packaging (corrugated packaging solutions), Hamburger Containerboard (production of containerboard) and Hamburger Recycling (collection and trading of secondary raw material).