

Customer Care Representative - Spain

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Company: Terumo

Location: Spain

Category: other-general

Job Summary

We invite you to join us as a **Customer Care Representative** becoming the most important link between your customers, our Sales Teams and the Supply Chain Organization. You will play a vital role in delivering an excellent customer experience to our client base in Spain. In a proactive and hands-on manner, you will contribute to an efficient order processing flow.

You facilitate an efficient order processing flow for the assigned accounts in a proactive and hands-on manner. You will mainly interact with healthcare professionals and hospital purchasing departments. As a trusted partner, you will support all stakeholders in the order fulfilment, invoice generation and after-sales process.

Job Responsibilities

As the face of the company to many customers, you will be able to build a strong customer experience and lasting relationships with assigned accounts. On top, you will create and foster good intra-inter-departmental relationships.

You will contribute to the department's efficient order processing flow, involving
Order Receipt, Control & Entry

Delivery Process

Invoicing

Customer Master Data management

You facilitate the link between the customer and dedicated sales team. You will provide

both with frequent order status updates. You will deliver requested document to customers (e.g. order confirmation, delivery sheet, certificates, ...).

You will resolve sales & product issues, and potential problems in the order process flow.

You will inform all stakeholders and answer customer queries accordingly. You will register and manage customer complaints regarding delivery or price, including returns.

You will manage departmental KPI's and contribute directly to continuous improvement.

You will provide back-up services and support to other team members. Visa versa, you will be able to reach out to a reliable team and supervisor when needed.

You will ensure a monthly sales forecast for accounts that are entered into the system

Profile Description

You have obtained a Bachelor's degree, preferably related to Customer Care. An equivalent through experience within a similar role will also qualify.

You are customer service minded and administrative oriented.

You possess a broad knowledge MS office. Knowledge of SAP-functionalities is an additional asset.

You are fluent in English and Spanish. This entails writing, verbal and listening skills.

The ideal Customer Care Representative communicates effectively by listening attentively to customers' needs and providing timely and helpful information to customers and other departments across the company.

The Customer CARE Representative is careful and mindful that everything we do at Terumo ultimately connects to patients.

Offer

Working for a Terumo Customer Service team means contributing to society through healthcare.

Terumo offers an attractive benchmarked salary and benefits package.

We offer an opportunity to work in a top performing and passionate team. An organisation where everyone is treated with respect. We strive to create a diverse, equal and inclusive work environment. We invest in our associates by offering a broad array of development opportunities.

Linked with our core value Care, Terumo allows a hybrid way of working, combining

office with home-based work. For the Customer Service team this means, being in the office around 3 days of the week, ensuring team connection face to face in the office on a fixed working day.

During your recruitment process, you'll be able to have conversations with the hiring manager and other passionate Terumo associates.

Interested to become the link with our customers and bring our products to the patients in need?

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