

Job Description Form



Pushing Performance

Job function: Customer Service

Job family: Sales

Job title: Customer Service coordinator

Reporting: Local Customer Service Manager

Authority: Please consider the equivalent (signature rules) and power of attorney

Functional objectives

Provide the highest level of sales support, opportunity generation and customer service by using strong customer satisfaction focus and relationship building skills. Also support the Sales and Marketing teams through lead generation and qualification in order to ensure continued sales growth, market penetration, customer retention, winning new customers, sales of new products and overall increase in HARTING Value Added.

Supports all local and regional activities in relation to Customer Service

Is responsible for:

Acquisition and Enquiry

- Support sales growth using Lead Management processes and Multiplication of Applications in cooperation with Sales Team
- Provide front line basic technical support, participating in necessary training to ensure up to date knowledge
- Support Sales Team in all aspects of customer activities, including pro-active calling, appointment setting for qualified leads and visits
- Provide full sales support through enquiry, quotation and follow up processes
- CSO should support the FSE with data administration in CRM.
- In agreement with the FSE/MD, *has responsibility according to local guidelines for specific customer groups / *has sole responsibility of specific customer groups (e.g. C-Customer) *delete as appropriate

Order Handling

- Order review for non-conformities
- Order processing via all mediums (EDI, smartEDI, eShop, OCR and hard copy), verification of data and customer confirmations
- Pro-active follow up on deliveries to ensure high service level

After Sales Support

- Follow up support to all customer order related queries
- Complaints handling, liaising with related internal departments for quality/warehouse issues
- Return shipment processing and administration of related credits
- Administration of repair and replacement process
- Pro-active customer satisfaction measurement

Digital Transformation.

- Actively promoting eShop, digital sales tools and processes internally and externally, ie. for customers and potential customers

Education and professional knowledge:

- Minimum 3 years' experience in Customer Service or Sales, gained in manufacturing or distribution environment
- Basic understanding of electrical or electronic connectors/applications would be an advantage
- Excellent communication and social skills written and verbal

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- Good English knowledge
- PC skills (MS Office, Internet) also Business Reporting tools
- Prior knowledge of SAP would be desirable
- SAP consignment/VMI order experience would be plus
- Ability to work on own initiative and as part of a team

Date 12/9/16 VC/JF

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