

Specialist CSO Bulk AT/DE

Job Purpose:

The primary purpose is to ensure efficient and accurate handling of customer interactions and transactions. The role is creation of customer orders, maintaining customer master data, setting up contracts, providing solutions to customers and internal stakeholders, managing customer requests, and addressing claims and complaints. It has also significant impact on maintaining customer satisfaction and operational efficiency.

Key Responsibilities:

- Management of Customer Requests: Respond promptly to customer inquiries and requests via phone, email, or other communication channels in line with valid SLAs and provide accurate information.
- Customer Orders: Accurately input, change and process customer orders in the system, ensure all order details are correct and complete before processing.
- Maintaining selected customer related master data, contracts and conditions in relevant IT systems.
- Invoicing: Ensure the accurate and on time all related invoicing activities within defined SLAs and perform all related bookings for Period end Closing.
- Claim & Complaint management: Investigate and resolve customer claims & complaints in a timely and efficient manner, communicate resolution to customers and ensure their satisfaction.
- Building and maintaining permanent, long-term relationship with clients, ensuring high level of their satisfaction and loyalty.
- Assist with other administrative tasks as needed to support the Customer Operation activities, performing additional tasks according to defined working procedures and performance KPIs.

Requirements:

- Education – Economics, Business
- Very good written and verbal communication skills to interact with customers and internal stakeholders
- Customer focus, proactive approach and flexibility to adapt to changing priorities and new technologies, ability to handle stressful situations calmly and effectively
- High level of accuracy in all tasks
- Ability to multi-task, prioritize, and manage time effectively.
- Technical Proficiency: MS Office and SAP. Salesforce knowledge is preferred but not required.
- Excellent team player

Language Skills:

- Fluent in Slovak (written and spoken) – C2
- Fluent in English (written and spoken) – B2
- Fluent in German (written and spoken) – C1

Salary offer: from 1 900,00 EUR/monthly gross

For further information please contact:

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Place of work: Einsteinova 25
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