



Kuriyama Europe Coöperatief U.A.

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Job Title : Customer Service Representative / Customer service medewerker

Company : Kuriyama Europe Coöperatief U.A.

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Job Description

Kuriyama Europe Cooperatief U.A., part of Kuriyama Holdings Corporation, is a leading organization manufacturing and distributing thermoplastic and rubber hose products and accessories for use in industrial, commercial and firefighting applications. We are committed to providing our customers with the right solutions, focusing on their needs, and exceeding their expectations.

For our Amsterdam office, we are now seeking a customer service representative (full time) to support the Sales Manager in selling hose products and related fittings.

DAILY functions:

- Orders entry and management in ERP (Navision), including customer registration, purchase and sales orders
- Stock availability check
- Informing customers about order progress and related issues
- Handling credit insurance requests
- Issuing order confirmations, proforma invoices, packing lists, invoices, credit notes, transport documents and certificates
- Collecting quotations for transport costs
- Administrative support to the Area Manager (stock availability, prices and order status)
- After sales support (inventory issues, shipment delays, quality related claims)
- Interacting with Sales Manager and Warehouse staff to ensure smooth operations and communication with our logistics partners.

FREQUENT TASKS :

- Handling samples requests, preparing and shipping catalogues and commercial samples of hoses and nozzles to customers
- Management of incidents with transport companies
- Processing returns
- Handling quality related claims by liaising between client and manufacturer's Quality Department
- Claiming the payment of outstanding invoices

We offer a dynamic environment with potential for growth. We are looking for a motivated customer service representative who, in the long term can also:

- make proactive contact with clients to promote more sales
- search for possible new contacts and leads that the sales manager will then visit

EXTRA TASKS :

If needed, the candidate might be asked to perform duties other than those listed above, including cover for colleagues when they are on holiday or leave. These temporary tasks might include covering for staff in charge of international trading with European vendors and our Japanese headquarter.

Minimum Qualifications

- 1 + years of sales related field or equivalent industry experience
- Good customer service and communication skills
- Reliable, organized with an eye for details
- Good computer skills (Experience in Microsoft Dynamics NAV is a plus)
- Strong written and oral communication skills in English and Dutch, German is a plus
- Right to work in the Netherlands
- HBO/University education