

# Romania Jobs Expertini®

## Customer Service Representative

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Company: Arrow Electronics

Location: Cluj-Napoca

Category: office-and-administrative-support

**\*Position:** Customer Service Representative **\*Job Description:** **\*ABOUT THE ROLE :** \*The main purpose of the role is to enhance the customer relationship through proactive ownership of the entire customer backlog starting with clean order load. From order load CSR takes care of all backlog management actions through to invoice and delivery of parts to customers. **\*WHAT WILL YOU BE DOING?\*** Focus on order to invoice processes\* Communicate with customers, suppliers and delivering after-sales service\* Manage orders\* Drive on-time-delivery performance in line with customer and company goals\* Manage and respond to all requested customer backlog changes\* Cooperate with Inside Sales team **\*WHO YOU ARE?\*** You have Customer Service oriented mindset\* You pay attention to the details\* Accuracy and diligence are amongst your strengths\* You have great communication and coordination skills\* You know English very well (B2 level) and you are Romanian native speaker\* Some experience in Customer Service or Purchasing would be a plus, **\*WHAT WE OFFER?\*** Employment in stable, international company, operating in attractive, growing industry\* Extensive induction training \* Interesting career development opportunities\* Meal vouchers\* Private medical insurance\* Friendly atmosphere and fair work-life balance **\*Location:** RO-Cluj Napoca, Romania (Calea Dorobantilor) **\*Time Type:** Full time **\*Job Category:** Business Support

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