



Customer Service Representative Jack Link's in Amsterdam

Jack Link's is not made up of a bunch of button-up, corporate types. Like our brands and products, we believe in being authentic and genuine. Life is too short to be artificial. We have never done things the way everyone else does. Over the years, for us these facts have always been more than just a way of doing business, it has been a way of life.

What makes working at Jack Link's so special? Jack Link's is a company for personal growth, for awesome characters who are real, love speed and with great self discipline. You can feed your wild side while working in a very international and fresh environment. We push hard and take risks - with the unwavering passion to get done what we have set out to do. All backed up by an unflinching eye on quality.

Jack Link's is a family owned and value driven company. In April 2014 Jack Link's bought the brands BiFi and Peperami from Unilever. The remainder of the year was used to implement the brands and organisation in a new head office organisation in Amsterdam. In 2016 the Beef Jerky product was integrated and Jack Link's EMEA was up and running autonomously. In the meantime, Jack Links EMEA has grown to 60 employees and is still growing.

Based in Amsterdam we have an open position for an enthusiastic

Customer Service Representative

In this position you will report to the Customer Service Manager EMEA

Purpose of the Job

You provide a single point of contact for BiFi, Peperami and Beef Jerky customers and our sales offices, effectively managing and act as liaison on all issues relating to (existing) business and order fulfilment, supplying information, solutions, analysis and support to both customers and the LSI sales force in the EMEA region

Who are we looking for:

Thanks to your passion for customer service and your "can do" mentality, you make everything work as smooth as possible for the customer. You are an import contact for our clients and your colleagues. You take pride in keeping our order system complete and up to date. In the mean time you act on potentials bottlenecks and do you solve passing problems. You like to work within a team, learning on the fly while your communication skills makes you build strong relationships.

Key accountabilities

- To receive and to load the orders in SAP (first time right) with all aspects like: lead time, INCO terms, price accuracy and validity, packaging, labels, documents, minimum order policy and so on.
- To monitor the order fulfilment process for the designated area of responsibility (geography and customer) and to provide proactive early warning communication on all bottlenecks and potential delays. To be accountable for this communication.
- To liaise closely with all concerned departments (e.g. logistics, planning, finance) to try to resolve the bottleneck whilst keeping the customer and/or sales force representative fully up to date at all times.
- To build excellent relationships with key contacts both at the customers and the LSI sales representatives, colleagues in the different departments within the LSI organization and the production plant in Ansbach.
- To load and maintain all (customer) master data that fall under the responsibility of the Customer Service department.
- Where any orders, quotes, prices or master data are not entered correctly into the SAP change them ASAP clearly communicate this to the departments involved and ensure it is correct going forward.
- To coordinate (together with the sales representative) all communications between the Customer and LSI departments ensuring timely delivery of all documents relating to legal and quality issues and specifications.
- To initiate and coordinate customer complaints in a timely manner
- To start up credit and debit note procedure (financial approval) and arrange the issuing of the respective credit or debit note for on-invoice related issues.
- To respond to order-related customer complaints ensuring that (via the sales representative) the customer is always given the information they require when they need it.
- To track promotional orders to ensure success and customer satisfaction.
- To respond to order-related customer inquiries. To understand from the customer or sales representative what is behind the request and then liaising with other departments in the LSI organization to understand possible implications on costs and process for LSI would be and to broker a solution which is acceptable to both the customer and LSI.
- After receiving the proper promotional information from the sales representative take care of 1. Communication of the proposal to the customer (right way, right format, right system = all customer specific) 2. Keep track of internal promotional overviews – plan, proposed, confirmed – (CBT) 3. After confirmation by the customer implement the information in SAP
- To update and maintain pricing conditions at customer and SKU level (coming from the general contract plus promotions when needed) for all SAP transactions/t-codes.
- To actively participate in the meetings that are relevant for the incumbent regarding region/country and/or assigned customers (e.g. CBT), and whenever possible and needed to attend commercial meetings with Key customers.
- To support the LSI sales force by providing data, reports and customer related analysis
- Embracing the Jack Link's culture, incorporating its values into every day work life, acting as a culture ambassador and brand steward

Experience required

- A master degree or a master degree level accomplished by working experience working, with 3 - 8 years of relevant experience in customer service in a FMCG company and German mandatory.

Professional skills & key competencies

- Ability to effectively build and maintain strong working relationships with both internal and external customers;
- Strong communication skills;
- Used to be working in an international environment;
- Strong working knowledge of SAP and MS Office;
- German and English are mandatory, and Dutch is beneficially.

What we offer you?

- An independent, challenging and fulltime job within a great team in an international company;
- A competitive salary, including performance related variable reward? and pension scheme;
- We pride ourselves on having a high performing and collaborative culture where we offer support and development to enhance your career and develop your knowledge and skills.

Interested in this vacancy at Jack Link's?

Please mail your motivation and CV in English to career.emea@jacklinks.com

Want to know about our products? www.bifi.com / www.peperami.com/ www.jacklinks.eu

Acquisition as a result of this vacancy is not appreciated.