

Job Title:	Customer Account Representative (Export)
Location:	Almere – The Netherlands (EU)
Employment Status:	Full-Time
Reports To:	This position will report to Customer Service Manager
Travel (%):	< 5%
<u>Major Roles & Responsibilities</u>	<p>Kraton Corporation is looking to hire a new member of our Customer Service department. The Customer Account Representative is responsible for the placement and fulfillment of sales orders, and therefore the primary contact for these customers.</p> <p><u>Major Roles & Responsibilities:</u></p> <ul style="list-style-type: none"> • Responsible for daily interaction and customer inquiries • Daily monitoring of product shipments to ensure on time delivery, and work with logistics and plants to resolve delivery issues • Communicate any adjustments to customers as well as logistics parties • Thorough knowledge of the Company's customers, products and services • Work with customers and account managers to develop relationships that can improve service and increase customer retention • Bridge the gap between what the customer expects and what the organization can realistically provide through effective communications, and by facilitating resolution of issues with plants, distributors/agents, logistics and sales management • Review invoices on accuracy • Understanding of the Export Logistics intricacies to be able to provide the best service possible to assigned customers <p><i>The statements above are intended to describe the general nature and level of work performed by employees assigned to this classification. Statements are not intended to be construed as an exhaustive list of all duties, responsibilities and skills required for this position.</i></p> <p><i>Kraton's internal talent acquisition team manages our recruiting efforts and from time to time works with pre-selected/pre-approved external staffing agencies. We do NOT accept unsolicited resumes or candidate referrals from recruiters and/or agencies who are not pre-selected/pre-approved.</i></p>
<u>Skills and Experience</u>	<p><i>Required</i></p> <ul style="list-style-type: none"> • Degree from accredited university, college or business school • Minimum 3 years of experience in customer service and/or sales function • Experience in a B2B environment • SAP experience • Professional level in English <p><i>Preferred</i></p> <ul style="list-style-type: none"> • Export operations training • One additional language (German)
<u>How to Apply</u>	Submit your resume to jobs@kraton.com