

<b>Job Title:</b>	Customer Fulfillment Representative (Junior)
<b>Location:</b>	Almere – The Netherlands (EU)
<b>Employment Status:</b>	
<b>Reports To:</b>	This position will report to the Team lead Customer Fulfillment
<b>Travel (%):</b>	< 5 %
<b><u>Major Roles &amp; Responsibilities</u></b>	<p>We are currently looking for a (Junior) Customer Fulfillment Representative, to support our Customer Fulfillment department in Almere.</p> <p>The primary focus of the EU Customer Fulfillment (CF) team is to ensure that all our customers have the best Service Experience possible.</p> <p><b>Major Roles &amp; Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Act as a relationship coordinator for our existing customers when it comes to processing customer orders, dealing with queries and complaints.</li> <li>• Process customer orders from order reception till cash collection. You will be responsible for the timely and correct order entry in our SAP ERP system, delivery note creation, transport booking, billing till overdue chasing.</li> <li>• Perform adequate order related negotiations with customers and service providers, in close cooperation with the sales team.</li> <li>• Operate as part of a multi-national and cultural team with substantial customer interaction and interfacing to many different functions. This position will be executed with a considerable amount of independence.</li> <li>• You possess the right amount of empowerment to resolve issues adequately and timely. You will understand and recognize your own impact on the overall supply chain and order fulfillment process and develop solutions responding to optimize the complete order process.</li> </ul> <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>
<b><u>Skills and Experience</u></b>	<ul style="list-style-type: none"> <li>• 1+ years relevant customer service experience within a B2B company; experience in a medium to large size chemical company is a plus</li> <li>• 1+ years relevant SAP R3 experience in SD; experience in Office (Excel) applications</li> <li>• Excellent communication and relationship management skills, both oral and written</li> <li>• Fluent in English and two out of the following languages: German, Italian, French, Polish</li> <li>• Additional languages are a plus</li> <li>• Eye for safety</li> </ul> <p><i>Competencies</i></p> <ul style="list-style-type: none"> <li>• Strong team player</li> <li>• Time management, ability to prioritize effectively</li> <li>• Customer focus, proactive and decisive in problem solving</li> <li>• Compliant, respectful and ethical behavior</li> </ul>
<b><u>How to Apply</u></b>	Submit your resume to <a href="mailto:jobs-eu@kraton.com">jobs-eu@kraton.com</a>