



Job Title:	Customer Fulfilment Representative (Export)
Location:	Almere – The Netherlands (EU)
Employment Status:	Full-Time
Reports To:	This position will report to the Customer Fulfilment Manager
Travel (%):	< 5%

<p><u>Major Roles & Responsibilities</u></p>	<p>Kraton Corporation is looking to hire a new member of our Customer Service team.</p> <p><u>Major Roles & Responsibilities:</u></p> <ul style="list-style-type: none"> • At all times behave and work in accordance to the Company Code of Ethics and the Kraton Values – especially Safety and Compliance • While utilising the complete platform of Enterprise Resource Planning and office systems available (SAP R/3, MS Office, etc.) act as the primary coordinator to process domestic/export orders and deal with all queries and complaints. This includes order capture, commitment to orders, resolution of obstacles, follow-up finance conflicts, verify product supply, create deliveries, arrange transport, execute amendments and ensure accurate invoicing • Serve a defined group of approximately 15-20 business customers and assist the Sales Manager (or 3rd party distributors, agents and/or other Kraton Polymers companies) in building commercial relationships improving service and retention • Liaise with Credit Controllers and Sales Managers to ensure overdue payments are collected effectively without jeopardising customer relationship. Weekly report overdue chasing activities and status • Liaise with data management upon the correctness of the customer data in the different systems available like: SAP R/3, SFDC, Picaso • Understand and recognize own impact on overall supply chain and order fulfilment process and develop solutions responding to optimize the complete order process with the goal to prevent service complaints • Understanding of the products being sold (range, characteristics, End use Markets, Competitors, HSE and product steward implications) • Ensure on time in full deliveries by working pro-actively with supply planners, logistic partners and other stake-holders • Timely CFP metric registration and complaint registration/handling in SFDC <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>
<p><u>Skills and Experience</u></p>	<p><i>Required</i></p> <ul style="list-style-type: none"> • Degree from accredited university, college or business school or equivalent work experience • Demonstrate clear commitment to factors affecting HSE • Demonstrate ability to use IT systems: SAP R/3 SD, MS Office • Apply process understanding when delivering customer service. • Advanced verbal/writing skills in English and at least one of these additional European languages: German, Polish, Turkish, Italian, Spanish, French, Dutch, Russian, Swedish, Finnish, Portuguese • Work experience in manufacturing industry preferred • Proficient in Ocean/Air import/export trade- including Bills of Exchange / Export Documentation / Letter of Credits <p><i>Competencies</i></p> <ul style="list-style-type: none"> • Team player • Ability to prioritize and work under pressure • Excellent communication and relationship skills • Respect for diverse cultures
<p><u>How to Apply</u></p>	<p>Submit your resume to jobs@kraton.com</p>