

Job Title:	Customer Service Supervisor
Location:	Almere – The Netherlands (EU)
Employment Status:	
Reports To:	This position will report to the Customer Service Manager
Travel (%):	< 10 %
<u>Major Roles & Responsibilities</u>	<p>Kraton Corporation is looking to hire a new member of our Customer Service department. The Customer Service Supervisor is overall responsible for the improvement of performance of defined metrics.</p> <p>Major Roles & Responsibilities</p> <ul style="list-style-type: none"> • Assist the Customer Account Representatives in resolving issues in daily operations • Drive or support Customer Service related projects (improvements/ efficiency) • Provide training to the Customer Service team to support the OTC (Order-to-Cash) processes • Ensure CS department runs smoothly, secure gaps in the daily work and during back-up situations • Drive new customer service-oriented practices into the workplace • Develop & and maintain strong working relationships with both internal and external customers to identify opportunities for improvement in customer satisfaction • Work closely with the OTC Business Process Owner (BPO), Subject Matter Experts (SME) and cross-functional counterparts to achieve alignment on global processes • Ensure alignment and compliance with SOX guidelines • Assist in supplying information for audits • Perform backup of Customer Service Manager and Customer Service team members <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>Required</p> <ul style="list-style-type: none"> • Degree from accredited university, college or business school or equivalent work experience • Minimum 3-5 years of experience in a leadership function in a Customer Service environment • Advanced knowledge of CRM,SAP or other ERP system • Proficient English and or other European languages • Proven capability to lead and /or coach team members • Good communication skills • Demonstrated ability to implement changes and new challenges for the team • Able to work in an international, high performance environment • Team player/leader to work and build cooperation with a cross functional team
<u>How to Apply</u>	Submit your resume to jobs@kraton.com