



Freudenberg Performance Materials is a leading global supplier of innovative technical textiles for a broad range of markets and applications such as apparel, automotive, building interiors, building materials, healthcare, energy, filter media, shoe and leather goods as well as specialties. The Business Group generated sales of 890 million euros in 2019. Today, Freudenberg Performance Materials has 35 production sites around the world in 15 countries and has some 5,500 employees. Freudenberg Performance Materials attaches great importance to social and ecological responsibility as the basis for its business success.

The company is a Business Group of Freudenberg Group. In 2019, the Freudenberg Group employed more than 49,000 people in some 60 countries worldwide and generated sales of more than €9.4 billion. For more information, please visit [www.freudenberg.com](http://www.freudenberg.com).

## **Customer Services - Order Processing Specialist (m/f/d)**

The holder of the Customer Service Specialist is responsible for providing a correct entry and processing of customer orders from receipt until billing in due time.

### **Responsibilities:**

- Control of customer master data in SAP
- Commercial check of orders (pricing, description, material, lead time, etc.)
- Order processing and monitoring
- Handling of order modifications (quantity, price, delivery date; delivery address, VAT)
- Support the Export control
- Processing of commercial claims and returns
- Ensuring of the necessary QA requirement /actions
- Clarifying of all kinds of questions from customers, sales department office and external staff, TSS
- Coordination of necessary changes from our side with the subsidiary
- Booking of material-intake, manually billing

### **Our expectations:**

- Working experience in a Commercial related field
- Very good knowledge of the commercial order entry and processing
- Good Communication skills
- Ability for teamwork
- Fluent English and German (written and spoken)
- Strong experience in IT related systems (Windows, MS Office, Internet Explorer, Outlook, SAP)
- SAP experience would be a plus
- Fact-driven and strong analytical skills, high ambition and high customer orientation;
- Bachelor Degree (Diploma in economical field will be an asset)

If you like to make a difference and if you would like to be a part of a growing, successful company, then this is the moment to join Freudenberg and become part of a great team! Please send us your resume to [hr.romania@freudenberg-pm.com](mailto:hr.romania@freudenberg-pm.com).