



Freudenberg is a global technology group that strengthens its customers and society long-term through forward-looking innovations. Together with our partners, customers and the world of science, we develop leading-edge technologies, and excellent products, solutions and services for 40 market segments. The Freudenberg Group employs some fifty thousand people in around 60 countries worldwide and generates sales of nearly nine billion euros.

Freudenberg Performance Materials is a leading global supplier of innovative technical textiles for the markets of automotive, building materials, apparel, energy, filter media, healthcare and building interiors, among others. The company generates sales of more than 1 billion euros, has 33 production sites in 14 countries around the world and some five thousand employees. Freudenberg Performance Materials attaches great importance to social and ecological responsibility as the basis for its business success.

Customer Service Professional with English

Your responsibilities:

- Order acceptance and processing in the ERP system (SAP)
- Checking and ensuring the availability of goods
- Order tracking until delivery
- Quotation process and follow-up
- Active management of customer queries
- Issuing of credit notes for bonus payments and provisions
- Managing customer claims related to products or processes
- Other sales supporting activities

Our expectations:

- Bachelor in economics or similar
- Experience in similar position / BPO industry
- Excellent English knowledge
- German language skills represent an advantage
- Advanced knowledge of MS Office programs (Outlook, Word, Excel etc.)
- Experience in working with SAP and/or CRM tools represent an advantage
- Independent and responsible way of working
- Good communication skills and team spirit
- Fact-driven and strong analytical skills
- High ambition and customer orientation in the B2B area

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