



Customer Service Officer

Whether you are an experienced Customer Service Officer (CSO) looking to advance your career or a rising professional aspiring to take on greater responsibilities - this position might be for you! As a CSO in our division Agricultural Solutions you will primarily take a pivotal role in overseeing and managing the order management process from ordering until goods are received from both foreign affiliated companies and local service providers but also providing sales support. We are looking for candidates with a keen eye for detail, advanced organizational and communication skills and a deep understanding of supply chain, to ensure accuracy, compliance and efficiency in all business operations, drive financial success and contribute to the growth of our organization.



LOCATION
Zagreb



COMPANY
BASF Croatia d.o.o.



CONTRACT TYPE
external (leasing contract)

RESPONSIBILITIES

Logistics

- Ordering goods, goods receipts and stock monitoring in the local warehouse
- Ordering of relabeling services from local service provider; SAP process
- Planning and organizing import/export/customs processes
- Preparing new and updating existing artworks for labels in BASF internal system for Croatia and Slovenia*, in line with branding guidelines and production timelines. Coordinating labels for local refilling and relabeling (**Label content is provided by Registration Manager*)
- Annual inventory audit
- Collect, report and process NCM (Purchase Order related)

Sales Support

- Order processing of all transaction type orders and order confirmations to customers; invoicing
- Order Management: handling inquiries, checking product availability, order entry and monitoring material allocation
- Order monitoring and keeping customers updated with regular information pertaining to orders and shipments
- Receivables Management: Monitoring customer over dues, resolving account and pricing, customer rebates and bonus calculations
- New customers creation, customer Masterdata maintenance
- Collect, report and process NCM (Sales Order related)

QUALIFICATIONS

- Degree in Logistics, Supply Chain, Economics, Business Administration or similar qualification
- Experience in Sales and Supply Chain is beneficial
- SAP knowledge & overall very good IT skills
- Fluency in Croatian, very good English proficiency in written and spoken
- Competencies: analytical thinking, strong interpersonal skills, proactive attitude, problem solving, correctness, commitment to deadlines, team spirit (inter-departmental cooperation), adaptability

BENEFITS

- Development discussions and programs so that you can reach your full potential and develop yourself within the BASF family.
- Flexible work arrangements and mobile working options so you can balance your working life and private life.
- An attractive competitive salary that is based on the company's success and your individual performance.

At BASF, the chemistry is right. Because we are counting on innovative solutions, on sustainable actions, and on connected thinking. And on you.

We are looking forward to your online application in English language.

We are happy to answer your questions: Email mirela.andjelkovic@basf.com

Only short-listed candidates will be contacted.