

Globachem – Customer Service Coordinator with strong knowledge of Polish & English

Thanks to your customer-focused approach, your organizational skills, and your strong language skills in Polish and English, you can provide excellent service to our customers. Going the extra mile energizes you and ensures that Globachem remains a reliable and flexible partner for all our customers.

- You are responsible for processing our customers' orders from start to finish; you receive the orders, enter them into the ERP system, and track them until they are delivered to the customer.
- You help manage customer deliveries from our own warehouse or from local depots.
- You are the first point of contact for customers regarding questions and comments about their orders. You ensure that any comments and complaints are addressed quickly and correctly within Globachem.
- You work closely with colleagues in Sales and monitor the forecast for assigned customers and products.
- You provide support to the Account Managers and work closely with the Finance team to ensure accurate invoicing.

- You coordinate daily with your colleagues in the Supply Chain department (Planning and Logistics) to stay informed about product availability and ensure that supply and demand are aligned.
- You report to the Customer Service Team Lead.
- You hold a bachelor's degree or have equivalent experience.
- You communicate fluently in Polish and English, both in writing and verbally. Fluency in Dutch or other languages is a definite plus!
- You are familiar with Microsoft Office. You have knowledge of ERP systems; experience with Microsoft Dynamics 365 is a plus.
- You are highly customer-focused and enjoy solving problems.
- You work with precision, excel at organizing your work, and can adapt quickly to unexpected questions or situations.
- You are resilient under pressure, comfortable with numbers, and work proactively.
- You are a team player and are always ready to help your colleagues.
- You feel at home with our FRAMILY values: Fun, Respect, Ambition, Teamwork, Innovation, Flexibility, and Family

<https://globachem.com/en/careers/>