

Position: Customer service co-ordinator

Location : Levallois-Perret, Paris, France

Contract : CDI

Salary : 30 to 35 K/year



Company :

Jotun is a leading supplier of paints and powder coatings. The company has 37 production facilities in 21 countries, 63 companies in 45 countries and is represented in over 100 countries around the world.

Our four values Loyalty, Care, Respect and Boldness are the solid building blocks of our Penguin Spirit.

Our business consists of various paint systems and products to protect and decorate surfaces in the residential, shipping and industrial market.

Job description :

- Process all aspects relating to supply chain as described in accordance to Jotun policies for order handling, sales administration, logistics and financial processes in line with global IFS/Matric and Group Operations procedures
- Order handling within IFS dependant on segment (Deco, Marine, Powder, Protective) and area (local or inter-company) adhering to IFS/Matrix/BCPS-global procedures are followed to allow synergy across regions
- Update IFS price cards with immediate effect when noticed by SAR
- Maintenance of group email inbox ensuring responses within 24 hours
- Create picklists by ensuring correct stock allocation to meet transport deadlines. Prepare and provide all relevant special and/or transport documentation such as export documents
- Creating new customer accounts
- Liaise with factory, warehouse, planning, despatch and logistics regarding optimal supply
- Cooperate with Stock Responsible and follow up to ensure up to date information and delivery of orders
- Managing order data by order reports and stock replenishment
- Administrative support such as; supplying data sheets, application guides and certificates of conformity
- Service and product complaints- Ensure service complaints are dealt with in a timely and efficient manner and reduced to a minimum
- Communication with internal and external customers -Co-operate and co-ordinate with key stakeholders such as sales, technical, finance, production and supply chain on a daily basis to ensure correct routines are fulfilled to provide satisfying service to customers

Your profile :

- Acts on own initiative, makes things happen and accept responsibility for the results
- Builds a useful network of contacts and relationships and utilizes to achieve objectives
- Uses a methodical and systematic approach; plans ahead, defines clear priorities and allocates resources effectively
- Communicates in a clear, precise and structures way ; speaks with authority and conviction ; presents effectively
- Co-operates well with others; shares knowledge, experience and information; supports others in the pursuit of team goals
- Adheres to company rules and procedures; executes plans with commitment and determination; achieves high quality results
- English and French are required
- ERP/IFS/SAP, MS Office,
- Written and verbal communication skills
- Accuracy and numeracy
- Organisational skills
- Time management
- Positive and enthusiastic team player
- Customer orientated
- Education minimum Bac + 2/3

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