



VERALLIA GROUP

At Verallia, our purpose is to re-imagine glass for a sustainable future. We want to redefine how glass is produced, reused and recycled, to make it the world's most sustainable packaging material. We work in common cause with our customers, suppliers, and other partners across the value chain to develop new healthy and sustainable solutions for all. With around 10,000 people and 32 glass production facilities in 11 countries, we are the leading European and the third largest producer globally of glass containers for food and beverages, providing innovative, customized, and environmentally friendly solutions to more than 10,000 businesses around the world. Verallia produced more than 16 billion bottles and jars and achieved revenues of €2.5 billion in 2020. Verallia USA Corporation is responsible for the continued commercial expansion of Verallia's broad array of products in the North America market (U.S. and Canada). To sustain its on-going business and to prepare for future growth, Verallia USA Corporation is looking for a talented, versatile team player to join the company as **Customer Service Representative**.

Position: CUSTOMER SERVICE REPRESENTATIVE

SUMMARY:

Assist Regional Sales Manager by being the first point-of-contact through phone and email for customer, as well as monitoring inventory and tracking shipments.

DUTIES AND RESPONSIBILITIES

- Interact with customers via telephone, email to provide support and information on products or services.
- Collects and enters orders for new or additional products or services in SAP
- Enter and manage customer forecasts into ERP
- Constantly update customers on status of deliveries
- Be in constant contact with the Operations department for all matters related to production
- Familiarity with logistics, repack, and quality control
- Build reports on customer custom orders according to their forecasts
- Proactive attitude to push for new sales
- Categorize and respond to new prospects
- Fields customer questions and complaints; when the issue is beyond the representative's knowledge, forwards to the assigned Regional Sales Manager or other appropriate staff.
- Ensures that appropriate actions are taken to resolve customers problems and concerns.
- Maintains customer accounts and records of customer interactions with details of inquiries, complaints, or comments.
- Performs other related duties as assigned.

SUPERVISORY RESPONSIBILITIES:

- None

QUALIFICATIONS:

- High school diploma or equivalent required.
- 3 to 5 years of customer service experienced required.

VERALLIA USA CORP.

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- Extremely quick reactivity to ensure an excellent customer service
- Excellent verbal and written communication skills
- Excellent relationship building and problem-solving skills
- Organized with attention to details
- Proven Advanced proficiency in Microsoft Office Suite of Products.
- SAP and Accounting knowledge preferred.

COMPETENCIES:

Customer service – Communication Skills – Phone Etiquette – Email Etiquette – Detail Oriented – Problem Solving

Wine industry knowledge is plus

LANGUAGE: French is a plus

VERALLIA USA CORPORATION Provides the following Benefits: Dental insurance, Health insurance, Paid Time off, Vision insurance, 401K, Profit Sharing, AD&D

CONTACT: hr.usa@verallia.com

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, or protected Veteran status.