

CUSTOMER SERVICE & INSIDE SALES SPECIALIST (M/W/D)

Arbeitsort: Niederschlag 1, 09471 Bärenstein

Beschäftigungsverhältnis: Vollzeit

Einstellungstermin: nächstmöglich

In Bärenstein, we manufacture special filter papers and specimen collection cards from fibers in a wide variety of shapes and sizes and sell these high-quality products to our customers all over the world. We are the market leader in the filtration, laboratory and life science sectors. Not only the production of paper in all its variations, but also the interaction with our customers and partners is part of our core business. Sustainability, effectiveness and reliability are key for us and the base of our guidelines.

We are a young, ambitious Customer Service Management team with a passion for our profession and products. We want you to join our team as a Customer Service & Inside Sales Specialist and support us to further strengthen our ability to become the outstanding preferred supplier.

Position description:

As Customer Service & Inside Sales Specialist you will proactively take care of a multitude of assigned low touch customers who need to be contacted systematically with your curious approach to make sure we secure orders and become preferred suppliers. You will handle incoming inquiries and orders and work proactively to develop new business, and contact potential new customers to understand their needs with the goal of generating new business.

You will also provide a direct support to our Customer Service with order entry and logistic activity.

This position requires structure in the daily approach and as well as flexibility as it includes some customer service duties such as order entry, order confirmation and solving customer issues.

Your main responsibilities will be:

- Administer order fulfillment requirements to ensure timely and accurate product delivery with proper documentation
- Establishing strong relations with customers and focusing on strong growth of business
- On a weekly basis share the activity performed, main achievements, next steps keeping track record of results.
- Receive, coordinate, and process all sales orders based on the customer's requests (with accuracy and speed)
- Interface with other Ahlstrom plants and suppliers for processing orders produced elsewhere
- Provide order status and resolve order inquiries
- Assess the validity and accuracy of letters of credit and import licenses
- Ensure accounts follow corporate credit policies
- Develop a clear understanding of products features/benefits, value propositions, and business capabilities. Perform effective online demos to prospects
- Administer customs/logistics/delivery issues
- Identify customer's product needs and technical and service requirements desired. Quantify historic product consumption and provide forecasts of future demand
- Team with channel partners to build pipeline and close deals and offer to customer 360C solutions
- Identify competitive offerings, document pricing and services offered by competitors. Define gaps in competitors' performance to ensure we provide an offering to close these gaps

You have the following qualifications:

- Minimum two years in Inside Sales, Customer Service or similar service roles with strong track record of growth
- Specific Lab and Bioprocess background is preferred
- Strong phone/web call presence and experience dialing dozens of high-quality calls per day
- Structured and systematic approach with customer with a clear view on priorities
- Good understanding of numbers
- Experience with Customer Connect (CC) and ERP systems
- Proficient in MS Office software and experience using CC, Sales force
- High proficiency in verbal and written English is a must as well as German. Knowledge of Swedish, French, Spanish, Italian language is a value add
- Ability to potentially travel and must have a valid driver's license and passport
- Good verbal and written communications skills
- Good listening and presentation skills
- Ability to prioritize, and manage time effectively.

- Accountable and a team-player
- Agile learner, adaptable and curious

Preferred work location:

Your new job as Customer Service & Inside Sales Specialist is based at Ahlstrom Germany GmbH in D-09471 Bärenstein - Erzgebirge (Germany)

Ahlstrom is a global leader in fiber-based specialty materials. Join our journey to create a more sustainable world with products and solutions that Purify and Protect, with Every Fiber, for a Sustainable World. We serve five growing and distinctive end markets, which form the basis for our five divisions: Filtration, Food & Consumer Packaging, Healthcare, Building Materials, and Technical Materials.

We are deeply committed to building and maintaining safe and inclusive environment and culture, where everyone feels valued and respected. At Ahlstrom, we all have equal opportunities to belong and reach our full potential.

Our net sales 2022 amounted to EUR 3.3 billion, and we employ some 7,000 people www.ahlstrom.com

Your application is welcome via the following link:

Career Opportunities: Customer Service & Inside Sales Specialist (4243) (successfactors.eu)

KONTAKT

Ahlstrom Germany GmbH

Niederschlag 1
09471 Bärenstein

👤 Kathleen Fränzl

☎ +49 (0)37347 830

✉ kathleen.franzl@ahlstrom.com

🌐 www.ahlstrom.com