

Schaeffler: Together we move the world.
We are looking for you to support our team



Customer Service Representative

with Schaeffler ME FZE, Jebel Ali

These are positions reporting to President Industrial Middle East,

Responsibilities:

- To be a liaison between Sales Dept. and the Customer in developing and maintaining long term relationship with customers across the region by responding to their requirements and handling their queries & concerns with speed and professionalism.
- Ensure smooth processing of customer quotations / sales orders in SAP for the customer to receive the ordered goods at the right time.
- Handling inquiries from various customers and compile pricing data from SAP for Sales Dept. to prepare the offer for the customer
- Creating pricing conditions and quotations to customers in SAP
- Creating Sales orders in SAP with realistic delivery dates to the customers
- Check IC price levels with customer prices on regular basis to assess margins and report to Sales Dept.
- Responding to customer inquiries regarding delivery times for backorders and send regular backorder status reports to customers with the updated delivery times

The ideal candidate will be:

- Graduate in Business Administration / Commerce
- 1 – 2 years of experience in a customer service role with a reasonable knowledge and understanding of business processes
- Knowledge of SAP or any ERP package, MS Office (especially MS Excel)
- Self-motivated, team player, open minded
- Very good spoken/written English, Arabic or German is an advantage
- Positive mindset to resolve customer related problems.

We look forward to your application at hr-dxb@schaeffler.com

