



storaenso

You are

the opportunity

Customer Service Coordinator (m/f/d)

We are looking for a Customer Service Coordinator (m/f/d) (full time) as a maternity leave replacement in our Customer Service Center South East & Central Europe. Your location will be Ybbs an der Donau (AT) or Bad St. Leonhard (AT) or Brand (AT) or Zdirec (CZ) or Tallinn (EST) and you will be working in Wood Products Division. You will report to our CSC Manager South, East & Central Europe.

Stora Enso is a leading global provider of renewable solutions in packaging, biomaterials, wooden constructions and paper. Come change the world. And you will change too.

Your tasks and responsibilities

- Contact with Customers, Sales and Sales Offices; Support commercial approach to maximize sales in close contact with the Sales Team
- Resolve problems and provide practical solutions to customer in a timely manner
- Receive, process, and confirm orders and offers
- Creation of invoices and credit notes
- Export document handling
- Creation and follow up of reports and statistics
- Monitor customer credit limits & overdue payments
- Maintain customer related system data
- Communication with Sales, Production, Logistics, Supply Chain and various other Stakeholders in the division
- Contribute to process improvement projects and automation initiatives
- Work with CRM (Customer Relationship Management)

What we offer

With our values, "Lead and Do what's right", we endeavor to set an example in all aspects of our business as well as sustainability. We dare to take the initiative and constantly ask ourselves what more can we do, what can we do better. This is an excellent opportunity for you to be a part of the journey Stora Enso is on – transforming from a traditional forest industry company, into a renewable materials growth company – an industry with great potential driven by global megatrends.

- Join an international, friendly and dynamic team
- Take on challenging and varied tasks and responsibilities
- This is an information for Austria as required by law. The monthly gross salary for this position is minimum € 2,100,-- and is based on your qualifications, professional experience and market value.

Qualifications

- You have professional commercial education
- You have work experience in customer service or similar tasks
- You have a proactive attitude and are interested in working with customers
- You are able to effectively plan, execute, monitor and control order related activities
- You are able to communicate in English (Good German skills is an advantage)
- You are a Team Player who shows inclusive behavior
- You are conscientious and you have a high focus on data quality and strong time management skills
- You have good MS Office knowledge and are familiar with common MS Office programs
- You are receptive to change and show flexibility to adjust to unforeseen events
- Insight about customer's industry and Stora Enso's products are considered an advantage

If you are interested in being part of a renowned industrial company then we look forward to receiving your detailed online application. For more information, please visit our career page by clicking on the "Apply" button.