



**MAKE A
DIFFERENCE**
and **Join** the Team!

“Join conTeyor and Make A Difference”

Making A Difference, that is what every conTeyor colleague does, every day. We all Make A Difference. For ourselves, our team, and foremost for the customer, as we all contribute to delivering that excellent service.

conTeyor is an international player in the development and supply of reusable packaging solutions for delicate manufacturing parts (for 90% in the automotive sector). The organization has been developing and producing patented sustainable solutions in textiles, plastic, and steel since 1995 and has been a market leader in Europe for more than 25 years. www.conteyor.com

To support its growth in **NORTH AMERICA** the company is looking for a (M/F/X)

CUSTOMER SERVICE SPECIALIST

Based in Madison Heights, MI, USA

YOUR ROLE: Support the USA Sales team & Ensure client satisfaction

- As a member of our Customer Service Team, you will be responsible for providing solutions to our customers in the USA in an efficient and professional manor as well as for supporting the sales managers in the dedicated area.
- In close collaboration with them, you develop proposals and gather therefore all the required information to prepare the quotes.
- As a customer support partner, you play an active role in developing and maintaining positive customer relationships.
- You ensure the coordination of the order fulfilment process, you keep customers informed of delivery dates and of any changes in the order status.
- You communicate regularly with them to keep them informed of the order status and of key aspects of the order progress. You are the contact person for all the questions they might have.
- You do the necessary input in our SAP System and ensure the administrative duties linked to the orders.
- You report to the Customer Service Team Leader and participate to weekly project review meetings.

YOUR PROFILE: Customer Support Partner

To be successful in this role we would love you to have the following skills and experience:

- A passion for customer service and preferably a first experience in this domain.
- An excellent command of English (both oral and written) to be able to interact with our clients in the USA and with the internal stakeholders.
- Excellent communication & listening skills and the ability to interact with people at all levels in the organization.
- Dedicated and conscientious customer focused professional with very good organizational skills.
- A team-oriented person with strong collaborative skills.
- Practical knowledge of MS Office is a must, the knowledge of SAP is an asset.

What can conTeyor offer you?

- A unique opportunity to work for an international company present in 34 countries across Europe and North America, offering high-quality and innovative products for its customers.
- An environment with a strong company culture based on trust, integrity, and respect for the individual.
- A company that has sustainability in its DNA
- The chance to develop your expertise by working with a team of experts in a friendly and professional work environment.
- The opportunity to grow in a global company that can offer international career opportunities.
- Opportunity to participate in interesting employee initiatives.
- Autonomy in the organization of your time and of your responsibilities.
- A human size organization with short decision paths that encourage creativity.
- A stable employment based on a full-time employment contract.
- A competitive salaried position with attractive benefits package.

Are you Excited?
Join our team today!

Please send your resume **in English**
to Paola Bon, Talent Acquisition Manager
via job@conteyor.com

