



Be part of  
something  
GREAT

## Customer Service

**Location**  
Almere

### Job Specifications:

IMI-Precision's strategy is to focus resources on key partner customers in the global industry. The position on the Customer Service is an important operational, challenging and rewarding role, driving sales and support within IMI-Precision to all of our direct End Users & OEM and indirect Distributors customers. The Customer Service is responsible for operational support on the internal sales process between Order acceptance, Delivery, in order to satisfy the requests coming from the external/internal customers, helping in the development of the local business and communicating it to relevant contacts within the organisation. The role requires an experienced professional who has the skills and personal attributes to work within our customers and within IMI-Precision.

### Execution:

- Communicate basic technical information regarding products to customers; Generate inter-company and customer correspondence as needed; ensure efficient and timely administration of orders.
- Ensure all orders have been technically and commercially cleared before order entry.
- Provide guidance to other departments to ensure that special orders/requirements are properly handled.
- Process new orders; trial orders, repair orders, warranty orders, rebates, credit, donations. RMA's and commission adjustments.
- Check for any variations in specification to price, delivery or commercial terms and conditions. If necessary correspond with Customer/ Outside Sales Engineer/ Telesales to resolve all discrepancies.
- Detail the product to be manufactured, selling price and ascertain the delivery date from standard lead times and/or scheduling department, keeping customer up to date with none conformances at all times.
- Expedite all orders in own area to maintain high level of OTD.

### Skills / Personal Attributes:

- Experience of understanding customer needs and business drivers and using this knowledge to develop budgets and targets, sharing information with all the other departments; Commercial skilled
- High customer focus and service orientation
- Basic technical experience and knowledge in an industrial environment
- Supply chain knowledge is a must
- Desire to succeed personally and drive performance
- Ambitious, flexible and team oriented
- Experience with Customer satisfaction performance programs

### Job requirements:

- persuasiveness, in relation to the own organization, towards the most important business contacts of our customers and towards internal customers
- flexible and result-oriented attitude; should be able to quickly identify oneself with the logistic process at customers and to recognize the possibilities to improve them
- Understands and supports company strategy
- 5 year B-t-B customer service experience
- Telephonic inbound communication skills
- Engineering understanding/knowledge
- hands-on mentality
- Good administrative skills
- Speaking/writing Dutch/English
- Microsoft Office experience word/excel/Powerpoint
- Experience with ERP system (preferably JDE)
- Experience in international business environment & organizations
- Bachelor degree in commercial/technical study or equivalent level in working experience.

### Responsibilities & authorisations

- Detail the product & orders to be manufactured, selling price and ascertain the delivery date from standard lead times and/or scheduling department, keeping customer up to date with none conformances at all times.
- Responsible & monitoring for logistic OTD performance of our external End user & OEM customers
- Organizing adequate order book management; Expedite all orders in own area to maintain high level of OTD.
- Communicate basic technical information regarding products to customers; Generate inter-company and customer correspondence as needed; ensure efficient and timely administration of orders.
- Communicate with other internal departments on logistic performance & progress
- Establishing and agreeing on daily/monthly logistic goals and objectives.
- Handle order process in ERP systems and logistic follow up on orders (built-up of adequate relationship with EDC (European Distribution Centre) as local representative support to the solution
- Support to Administration for internal costs control related to the logistics and margins control
- Process new orders; trial orders, repair orders, warranty orders, rebates, credit, donations. RMA's and commission adjustments.
- Maintain and complete accurate sales records.
- Track and report order-cycle time trends as required.
- Monitor and reconcile reports; compile data and prepare analysis and reports.
- Resolve any discrepant invoices
- Adherence to procedures; contribute to lean performance & improvement
- Look for continues improvement; liaise with team & manager
- Customer service to improve external & internal performance output.
- Prepare analyses and reports.
- Manage after sales activities; returns, quality issues & credit notes.

### Meer informatie:

Ger Groot Wesseldijk  
Country Sales Manager Netherlands  
Telefoon: 036-548 68 27  
[Ger.grootwesseldijk@imi-precision.com](mailto:Ger.grootwesseldijk@imi-precision.com)