

Customer Service Specialist W/M

Wolong EMEA GmbH

(Full Time : Poland-Tarnów)

Salary: 5000 – 6000 PLN Gross

WOLONG GROUP is one of the leading manufacturers of Power Drive System solutions and world's 3rd largest producer of electric motors. More than 18.000 people employed worldwide whereof 3.000 in Europe. The product portfolio covers motors and inverters, generators, power supply batteries and transformers and other related products, in a power range from a few Watt to 135 Megawatts.

The European Sales Headquarter of Wolong EMEA GmbH is located in Mönchengladbach, Germany.

Your responsibilities:

- Providing technical and commercial support to customers across a number of different channels, including Zoom, email, live chat, and phone calls
- Managing the whole process of order handling (inquiry, order, order confirmation, invoices),
- Preparing export documents, sales tools (price lists, technical information and documentation)
- Responding to customer complaints and escalating issues as required
- Shipping organization in cooperation with forwarding agencies and couriers
- Understanding and sharing customer feedback and ideas with the team
- Obtaining balance confirmations, information from the accounting department regarding correct accounting entries
- Customer and sales master data maintenance and relationship with 3rd party local suppliers.

Your qualifications:

- Experience in Customer Service/Sales
- Successfully completed study in business administration/mechanical design will be welcome
- Very good communication skills
- Polish & English at advanced level/ German is a plus
- High level of commitment, goal orientation and self-motivation

What we offer:

An exciting job in an international and dynamic Company, with excellent opportunities for professional and personal development.

A great team of committed colleagues working in an informal environment.

Permanent employment contract with a competitive salary package.

Your primary work location will be in **Tarnów/Poland**

Want to be part of Wolong family?

Then submit your application in English to :

WL-Recruitment.EUsales@atb.wolong.com

Please send us your CV and the Motivation letter with indication of your salary expectation and the earliest start date.

About Our Company And Culture

Wolong develops new technologies and innovations in the areas of electric motors and drives. We cover a wide range of applications from home appliance to heavy industry. We have strong focus on sustainability and circularity.

Visit our home page to get to know us better

www.wolong-electric.com