



**TRUSTWORTHY, HONEST AND
COMMITTED. BE PART OF OUR
TEAM!**

Immediate

Customer Service Officer – Seifert Sales offices (m/f/d)

The foundation of Seifert Systems was laid in 1965, when engineer Rolf Seifert recognised the need to keep electronics in an industrial environment at a uniformly low temperature level and to safely dissipate any heat loss that occurs.

With the experience of more than 55 years, Seifert Systems has grown into a group of companies with its own subsidiaries in Malta, Switzerland, Austria, France, Italy, USA and Australia. Long-standing partnerships enable us to operate successfully worldwide.

JOB DESCRIPTION & RESPONSIBILITIES

Reporting to the Head of Sales and Marketing, the Customer Service Officer is required to support the Department and Customers in the best way possible to uphold the Company name and standing. The candidate will be mainly supporting our sales offices abroad, namely Italy and Scandinavia/Southeast Europe.

- Preparation of quotes as per request of the sales offices (SugarCRM).
- Quote follow-up.
- Support to sales offices regarding technical and commercial questions.
- Order entry and processing and confirming orders on the system (Oracle).
- Rescheduling orders when necessary and updating customers.
- Coordination with internal logistics department regarding shipments and invoicing.
- Coordinate internally / supply any documentation needed by the customer, e.g. certificate of origin, supplier declaration etc...
- Following up the transit of the units to our European warehouses and liaise with the European logistic teams.
- Customer credit control as per guidance from accounts.

QUALIFICATION REQUIREMENTS

- Sound education with a good knowledge of the English language, both spoken and written.
- Knowledge of another languages (preferably Italian) would be considered an asset.
- Proficient user of Microsoft Applications including Word and Excel
- Organised and meticulous approach to work.
- Excellent team playing skills.
- Personal qualities of drive, energy, and enthusiasm.
- Assertiveness and an eye for detail.

Interested applicants should send a covering letter together with an updated CV by not later than **29th February 2024** by email to the HR Manager on hr@seifertsystems.com