

Customer Service Agent

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Company: H.B. Fuller

Location: Nairobi

Category: office-and-administrative-support

H.B. Fuller is a leading global adhesives provider focusing on perfecting adhesives, sealants and other specialty chemicals across all industries throughout the world. While our products are virtually invisible, they play a vital role in ensuring the quality of modern life and we are committed to connecting what matters to solve some of the world's biggest adhesion challenges.

PRIMARY DUTIES

- For the defined customer area/portfolio, manage all aspects of order cycle, such as Entry, Maintenance, Confirmation, Follow-up to ensure customer satisfaction and hassle-free interface with customers.
- Handle in a professional manner all Customer interaction and coordinate the final customer response.
- Communicate with Customers whenever there are changes that might affect their order-
- SAP administration: update in a timely manner customer master, CoA, invoice query resolutions, customer complaints etc.
- Liaise regularly with other functions such as Finance, Logistics, SC, & Sales, to ensure OTIF delivery to our customers.
- Work proactively to ensure all local SHE objectives are achieved, whilst working in compliance with SHE regulations.
- Control of consignment stocks, where appropriate.
- Completion of customer portals, where appropriate.

- Build and/or improve on lasting relationship with customers through knowledgeable communication.
- Exercise ownership in performance of duties. Seek problem resolutions using appropriate resources in a timely manner while minimizing cost impact to company.
- Seek to understand and include customer requirements in all operational plans and activities.
- Provide effective follow up and feedback to ensure customer requirements are being met.
- Ensure customer and community service standards are considered in all operational activities.
- Document and initiate dispute resolution process as appropriate to ensure customer satisfaction. Engage sales or customer service management for assistance.
- Monitor and enforce material allocations with customer while maintaining positive customer relations.
- Coached and trained, by Customer Service Supervisor and/or senior colleagues, to effectively manage work situations of moderate degree of complexity, which could impact company image and/or sales dollars and cost.

MINIMUM REQUIREMENTS

- 2+ Years' Experience
- High school degree; commercial school education
- Fluency in written and spoken English and at least one other major language
- You'll need to have one of the 2:
 - o Fluent in English and one of the major languages – Chinese, Spanish, German, Dutch, Greek, Turkish, French etc.
 - o At least 2 years experienced in customer support or customer service activities with a regional Scope.
- The Customer Service Agent reports to a Customer Service Supervisor and will be performing tasks under supervisor guidance while being trained and gaining business acumen.

GENERAL REQUIREMENTS

- Strong computer competency with high MS Office suite proficiency
- Customer orientation and ability to adapt/respond to different types of characters
- Excellent communication and presentation skills
- Ability to multi-task, prioritize, and manage time effectively meet customer demands and deadlines
- Strong problem-solving skills

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