



Customer Service Representative

with Finnish and English

Location: **Gdańsk / POLAND**

Send your CV – ext.lukasz.szereanos@kemira.com

Kemira is a global chemicals company serving customers in water-intensive industries. We provide expertise and chemicals that improve our customers' water, energy and raw material efficiency.

Our focus is on pulp & paper, oil & gas, mining and water treatment. In 2012, Kemira had annual revenue of EUR 2.2 billion and around 4,900 employees. Kemira shares are listed on the NASDAQ OMX Helsinki Ltd.

- responsible for correct data entering per each order to ensure correct deliveries and invoices
- register and resolve transportation complaints
- contacting customers via different communication channels regarding their order, order confirmation, shipment details
- cooperating with logistics department
- providing support and solving problems

Requirements:

- at least 1 year of functional experience in order management or customer service
- **fluency in FINNISH language**
- **good English skills**
- good practical knowledge of MS Office tools
- very good communication and interpersonal skills
- strong customer driven focus
- problem solving skills
- basic knowledge of SAP is an asset

We offer:

- Competitive salary,
- Medical care and Benefit Multisport,
- Personal development and training
- Interesting professional challenge in a dynamically growing multinational Business Service Center
- Great office location and Scandinavian business culture