

Datamars is an innovation and quality leader in the animal and textile management industries. Our vast experience in RFID and integrated systems, coupled with our deep understanding of our customers' operations have made us a leading choice of successful businesses around the globe.

Our globally recognized family of product brands, including Z Tags, Simcro, NJ Phillips, Felixcan, Petlink, Textile-ID and now Tru-Test, allows us to offer a comprehensive range of integrated services and products, including companion animal identification and reunification products, animal health delivery systems and identification products, and textile tracing and inventory management systems. Datamars has over 1,800 employees located in offices around the globe, including the Americas, Europe and Asia Pacific. Our products are delivered via our extensive network of experienced service, sales, distribution channels and partners. For more information, please visit www.datamars.com

For our Customer Service division, we are looking for an experienced:

Customer Service Officer

KEY RESPONSIBILITIES

The candidate will be working in the Head Quarter of the Group, managing customer activities with and on behalf of the Key Account managers of the Division Animal Identification, Health Delivery Systems and Farm Resource Management". The role has full responsibility of the customers' orders including billing, organizing/confirming shipment (logistics) and proactively handling any enquiry or issue arising during the process. As part of the Head Quarter organization, he/she will also coordinate intercompany sales between the factories, the sales subsidiaries, the distributors and the key direct customers worldwide. The role must work in close collaboration with the sales team, the factories and the subsidiaries around the world. Other important activities are the support and coordination of tender submissions.

The candidate is required to be multilingual, proactive and independent in all activities and will report to the Head of Global Supply Chain.

MAIN DUTIES

Responsible for the following tasks:

- Full portfolio of activities related to order management and customer care for the division "Animal Identification, Health Delivery Systems and Farm Resource Management" in close collaboration with the Sales team
- Prepare all necessary documents related to invoicing in cooperation with Finance Department
- Organize and follow-up shipments and customer requirements in regular cooperation with the Sales team and within our subsidiaries
- Organize, prepare and coordinate tender submissions (mainly Livestock ID division)
- Collect and manage customer forecasts
- Open and maintain customer accounts by recording account information

- Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- Maintain financial accounts by processing customer adjustments
- Recommend potential products or services to management by collecting customer information and analyzing customer needs
- Prepare product or service reports by collecting and analyzing customer information
- Contribute to team effort by accomplishing related results as needed
- Manage large amounts of incoming calls
- Generate sales leads
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships of trust through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Meet personal/team sales targets and call handling quotas
- Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies
- Go the extra mile to engage customers
- Resolve customer complaints via phone, email, mail or social media
- Use telephones to reach out to customers and verify account information
- Greet customers warmly and ascertain problem or reason for calling
- Cancel or upgrade accounts
- Assist with placement of orders, refunds, or exchanges
- Advise on company information
- Take payment information and other pertinent information such as addresses and phone numbers
- Place or cancel orders
- Answer questions about warranties or terms of sale
- Act as the company gatekeeper
- Suggest solutions when a product malfunctions
- Handle product recalls
- Attempt to persuade customer to reconsider cancellation
- Inform customer of deals and promotions
- Utilize computer technology to handle high call volumes
- Work with customer service team to ensure proper customer service is being delivered
- Close out or open call records
- Compile reports on overall customer satisfaction
- Read from scripts
- Handle changes in policies or renewals

REQUIREMENTS

The person needs to have/to be:

- Commercial high school degree or equivalent; college degree preferred
- Proven customer support experience
- Track record of over-achieving quota
- Strong phone contact handling skills and active listening
- Familiar with CRM systems and practices
- Customer orientation and ability to adapt/respond to different types of characters
- Excellent communication and presentation skills in several languages
- Ability to multi-task, prioritize and manage time effectively
- Prior experience with global companies working across cultures and time zones
- Experience in industrial/production companies is considered a must
- Precise execution and able to independently execute and follow-up all activities
- Self-motivated, confident and team work oriented
- English is a must – Italian, German, Spanish or any other EU-language are considered a strong plus
- Working place: Lamone (TI), Switzerland

WE OFFER

- Dynamic work environment
- International company with excellent reputation
- Leading position in our markets on a worldwide level
- Opportunity to drive growth and grow with the company

Does this position meet your interest, and do you have the requested skills?

Then please send your complete application with motivation letter, CV, references to **recruiting@datamars.com** and mention your name and **“Customer Service Officer”** in the subject line.

Applications that don't fulfil the requirements will not be considered for the selection.

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