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Customer Care Executive

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Company: Hempel A/S Location: Kuwait City Category: office-and-administrative-support

Customer master data management within thesales order process when required (add new deliveryaddress).Prioritize orders in case of shortages as per thecustomers' classification, and in case of need, accordingto the rules provided by the direct line manager.Coordinate returnorders and issuing related credit notes (ensuring the appropriatevirtual stocks handling), as per the working procedures.Proactivelylead the outbound and inbound communication with the customersusing the provided communication tools (e.g. calls/e-mails/etc.),including claims management, ensuring the professionalcommunication level and high level of customer experience within company communication guidelines.Provide the Customer Carerelated needed information to the internal & externalauditors, as per the requests (including Imperocontrols).

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