



## Logistics Service Representative with German, Russian & English

**OnProcess Technology** is a managed services provider specializing in complex, global service supply chain operations – the flow of people, parts and services following the sale of a product. Our deep expertise, technology-driven delivery and continual analytics-based process improvement, enable clients to quickly optimize efficiencies, scale operations, grow revenue and profitability, and deliver superior customer experiences.

In order to sustain our growth, we are looking to hire **Logistics Service Representative with English**



### Job Summary:

The Logistics Service Representative will perform end to end logistics for a major client with coverage across EMEA. They will work in the following areas: dispatch of spare parts, reverse logistics transactions and back-office activities related to the supply chain management. The daily tasks also include broad communication with the client via phone and e-mail as well as wide usage of high-level logistics tools and systems.

### Responsibilities:

- Maintain communication with field support engineers in order to support them to return defective inventory
- Perform outbound and inbound customer & client communications
- Interact with customers via various methods of communication
- Utilize clients third parties to provide the entitled service
- Follow detailed instructions as outlined in company documents
- Update applicable Program Database(s) accurately
- Appropriately handle challenging and unique customer situations in accordance with OnProcess Technology policies
- Identify and escalate data or program specific issues to the appropriate level of management
- Meet or exceed OnProcess Technology's key performance standards and quality objectives
- May be responsible for multiple programs and working cross-functionally through programs
- Ad-hoc duties and special projects

### Requirements:

- Fluency in German or Russian
- English B2
- Ability to coordinate different internal and external parties
- Previous customer service experience will be an advantage
- Proactiveness during implementation stage and ability to highlight any potential gaps and roadblocks, along with suggestions and solutions how to fix them and increase efficiency
- High School Diploma or equivalent
- Attention to detail and accuracy
- Multi-tasking skills
- Strong written, verbal and interpersonal communication skills



- Ability to maintain confidentiality
- Familiarity with or an ability to understand and utilize a database and MS Office programs

Join us and you will enjoy countless **growth opportunities, great remuneration package, steep learning curve** and last but not least - **amazing working atmosphere!** Don't hesitate!

Please note that we will reach out only to shortlisted candidates. All applications will be treated with strict confidentiality!

Personal data of the applicants will be processed in strict confidentiality by OnProcess Technology solely for the purposes of selection and recruitment and will not be transferred to other data controllers unless required by law. Applicants provide their personal data on a voluntary basis and will have the right to access and correct their personal data within a reasonable time upon filing a written request.