



professionals

Our client is a leading company in the sales and marketing of forestry products. It is not surprising that its origins are in Scandinavia, where the company was founded more than 200 years ago. Since then its business has expanded to a global presence with 40 locations throughout the world and major offices in Europe, the US and Asia. For the group's European headquarters in Zurich, we are looking for a resourceful, committed and well-structured

## Sales Support 100%

to join its pulp team. Together with your superior, the team leader of sales support, you make sure that the entire process of logistics between the suppliers and customers is maintained in a timely and economical way. Starting from the purchase to the sales order, you will contribute to a high level of client satisfaction by securing an efficient and smooth order processing. As the interface between all parties involved, you always have the full overview and pull all the necessary strings in order to provide superior services. Regular customer updates on prompt order fulfillment and timely delivery is one of the characteristics of our client's service quality. Additionally, you assume responsibility for reconciling open orders, approved credit limits and payment terms. Creating and maintaining customer records, checking stock availability or production schedules, are some of your additional tasks. On the financial side, you will oversee the invoicing from customers, suppliers and third parties. Liaising with the internal sales and finance teams, you regularly provide up-to-date information related to the status quo of the value chain. At this point, you certainly have an idea of the essential role you will be playing in the value chain of our client.

You are our best match, if you have a commercial background with a minimum of three years of experience in customer support, preferably in commodity trading. As our ideal new team member, you are familiar with sales procedures and the product life cycle along the supply chain in an international environment. At the top of the list, however, is your exceptional customer focus and service orientation. Your strong interpersonal and communication skills will help you to set up and maintain a functioning internal and external network. You have a reputation for being a gifted administrator with a tendency towards perfectionism. When it comes to accuracy, you are not willing to compromise. More so, you can best be described as persistent, diligent and resilient, seeing solutions rather than problems. With the same positive approach, you handle routine aspects of your job and deal with extensive paperwork. Both an open minded team player and at the same time readily grasping the chance to prove your autonomy, you pride yourself on being flexible, respecting deadlines and knowing how to prioritize. As you will be collaborating with various multicultural partners, this profile is directed to applicants with fluency in **English and Russian**, whereas German, French or Italian would be an advantage. Excellent knowhow of the MS-Office package, especially Excel, is a prerequisite.

Have you been looking to join a multicultural company with a small local entity, offering you a large degree of self-responsibility? If so and you favour an employer with an informal, out-of-the-box culture, flat hierarchy and open doors, you have found your new role. Offices at a prime location in downtown Zurich provide a convenient setting. Sabine Biland-Weckherlin is looking forward to receiving your application in **English** (complete CV and motivation letter), which should be addressed to [info@da-professionals.ch](mailto:info@da-professionals.ch), reference number SBW-06-18.

da professionals ag - over 40 years  
Führungskräfte und Fachspezialisten  
Florastrasse 49, CH-8008 Zürich  
Telefon +41 44 421 77 11, Fax +41 44 421 77 12  
[info@da-professionals.ch](mailto:info@da-professionals.ch), [www.da-professionals.ch](http://www.da-professionals.ch)