



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 paper & packaging team with focus on Poland and Central European sales. Together with your superior, the team leader of sales support, you make sure that the entire process of sales-support between the suppliers and customers is maintained in a timely and economical way.

Reviewing and verification of 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 to provide superior services. Regular customer updates on prompt order fulfilment and timely delivery is one of the characteristics of our client's service quality. Additionally, you assume responsibility for reconciling open orders, monitoring possible credit limits and payment term fulfilments. Creating and maintaining customer records, checking stock availability or production schedules with the suppliers, are some of your additional tasks. In case the company is involved in the invoicing process, you will oversee the invoicing to customers, and verify invoicing accuracy and documents from suppliers and third parties. Liaising with the internal sales and finance teams, you regularly provide up-to-date information related to the status 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 Polish**, whereas German, French or Italian would be an advantage. Excellent knowhow of the MS-Office package, especially Excel, is a prerequisite. You would be requested to travel from time to time to our suppliers and clients to ensure proper follow-ups and order-management optimisation for every party.

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, reference number SBW-12-18.

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