

# Customer Service

## About Albea & the Product line that is recruiting

Albéa is a global leader in beauty, personal care, oral care, pharmaceutical and food packaging. Our site, Albéa Querétaro is specialized in Laminate Tubes for Oral Care, Hair Care, Cosmetics & Pharmaceutical Markets.

## Scope

Receive Purchase Order

Process the order and follow until deliver to customers.

Review and follow the sales forecast

Based on Albea Queretaro

## Main activities

- Manage customer service efforts to insure appropriate levels of customer responsiveness.
- Manage and ensure accuracy of data in ERPP to show customer requirements & promises on ERP, including new project development.
- Participate in/identify continuous improvement projects to further our Lean to Win execution.
- Oversee liability negotiation processes to achieve inventory control goals.
- Convert corporate initiatives into language & priorities for local supply chain execution.
- Assure proactive actions in case of crisis.
- Manage & cross-train customer service team to empower their action within business.

## Accountability including KPIs

- Guarantee all deliveries to customers
- Ensure to cover all needs from customers
- Be accountable for make a solution on the different problems during the day.

## Profile (Experience & qualifications)

- Business Administration or Industrial Engineering
- 3 years experience in Customer Service
- Fluent in both written and oral English

FUNCTION

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Sales - Marketing

#### LOCATION

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Queretaro

#### APPLICATION EMAIL ADRESS

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jobs.queretaro@albea-group.com

#### TYPE OF CONTRACT

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Permanent

#### DESCRIPTION

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Responsible to receive the Purchase Order from customer, introduce the requirements into Albea System and monitor the order until delivery. Also, to review Forecast projection, and review the needs from our customers.