

Customer Service Specialist – French Clients

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 Lodz Plastics is specialized in Plastic Tubes manufacturing for the Cosmetic Mass Market for global and local Brands.

Scope

- Responsible for new product developments
- Based in Lodz in plastic tubes plant

Job summary

- Autonomously manage a customer portfolio for new product developments
- Analyze their needs and participate in the technical definition of the new product with customers and sales representatives
- Check the technical feasibility of the product and its decor with our field teams
- Manage new product projects by setting up, organizing, coordinating and leading the project team according to the technical definition of the product validated with the customer
- Ensure the follow-up of each stage of the development with the customers to guarantee the respect of the technical standards of the trade, the deadlines, costs and the level of quality announced
- Elaborate the quotes and invoices inherent to the development
- Ensure regular internal reporting
- Fill in product data in SAP
- Use project management tools.

Main activities

- Analyze their needs and participate in the technical definition of the new product with customers and sales representatives
- Check the technical feasibility of the product and its decor with our field teams
- Manage new product projects by setting up, organizing, coordinating and leading the project team according to the technical definition of the product validated with the customer
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Accountability including KPIs

- Elaborate the quotes and invoices inherent to the development

- Ensure regular internal reporting
- Fill in product data in SAP

Profile (Experience & qualifications)

- University degree
- At least 2, 3 years of experience in the customer service area.
- Strong interpersonal skills and ability to build good relationships with clients.
- Ability to perform to a high level of accuracy and have good attention to detail.
- Excellent problem solving skills, ability to identify issues, propose and implement solutions.
- Knowledge of MS Office, SAP experience would be an advantage.
- Outstanding written and verbal communication skills with fluency in French and French.
- Openness and positive attitude.
- Ability to work in a team and under time pressure.

FUNCTION

Supply chain

LOCATION

Lodz Plastics

APPLICATION EMAIL ADRESS

jobs.poland@albea-group.com

TYPE OF CONTRACT

Permanent

DESCRIPTION

Responsible for new product developments