ergotron

Order Management Representative – Amersfoort, the Netherlands

An accurate and structured professional that is passionate about achieving excellent servicing standards.

In this position you will receive orders via Electronic Data Interchange and/or other methods and proof / convert orders to ensure timely and accurate order entry. You will support internal Account Managers in sustaining relationships with distribution and reseller partners and act as liaison between customers, partners, account managers and internal departments to ensure customer expectations are met or exceeded.

Your tasks:

- Assignment of designated partner or defined customer set.
- Process and distribute daily reports determined by defined customer.
- Process and check standard and free of charge orders from distribution and inbound customers ensuring proper lead times, customer information, accurate pricing, discounts, extra charges, and special instructions are documented.
- Provide information on product availability and pricing, shipment tracking, updated order status and delivery information.
- Provide freight quotes based on order guidelines.
- Partner with other operations team members when necessary on proper lead times.
- Collaborate with Distribution Account Managers regarding account and product information.
- Partner with Finance and Operations to close out open Distribution customer issues.
- Manage and document customer interactions using Salesforce and Outlook.
- Update contact records for all inbound calls and emails in Salesforce.
- Display advanced knowledge of Ergotron products and services.

- Navigate Oracle and Salesforce systems to obtain and relay information to sales and customers concerning order status.
- Report, research and start corrective action for problems and complaints received from customers, partners or sales reps.
- Create replacement orders and Non-Conformance Reports for tracking and issue resolution and ensuring customer satisfaction.
- Issue Return Material Authorizations to customers within the guidelines of the Return Material Authorization policy. Follow-up on outstanding RMA's. Issue Call Tags/return labels as appropriate under the guidelines of the Call Tag Policy.
- Recommend and implement improvements to ensure customers and sales representatives maintain a good perception of Ergotron.

Your profile:

- High School diploma.
- Accurate, structured and pro-active.
- Three to five years of customer service experience required.
- Demonstrated proficiency in product knowledge.
- Demonstrated acumen in all Ergotron customer related business processes and procedures.
- Ability to multi-task and problem solve as required. Independently driven to see solutions.
- Strong interpersonal skills; competent in clearly communicating and managing expectations with partners and team members.
- Adept at working in a flexible and dynamic team environment.
- Proficient in Microsoft Office (including Excel, Word and Outlook), Oracle and Salesforce.
- Knowledge of documentation requirements outside the EU is a Pre.
- Basic French or German is a Pre.

Ergotron offers a challenging position in an international organization with growth ambitions. A company with top quality products, contributing to a productive and healthy workplace. Ergotron is a company with high ethical standards and passionate, supportive colleagues. A company that stimulates personal development where you will find the flexibility and healthy work-life balance you crave. We offer competitive compensation and benefits in a supportive business environment that's built around a promise: To move you—physically, emotionally and intellectually.

We're also offering:

- 25 days holiday per year plus 3 additional bridge days around public holidays.
- Premium free pension Plan.
- Disability insurance.
- Possibility to purchase products (bike, computer, phone, vouchers) with on average a 40% advantage.
- Social events.
- Informal dress code.
- Travel allowance or NS Business Card.
- Free, on-site parking.

Are you interested to take up this challenging role? Please send your CV and motivation to hr.emea@ergotron.com. For additional information you can contact Floor Knipping at the same e-mail address.

Ergotron is the global leader in digital display mounting, furniture and mobility products that have been improving the human interface with digital displays for over 30 years. Ergotron is committed to delivering innovative solutions that promote healthier, more productive environments – no matter the setting. Our passion for human-centered designs has led to many patents and unique product innovations. We are currently looking for an Order Management Representative to be based in Amersfoort, the Netherlands.