

Representative Business Services I

Sibelco Group Kozani, Western Macedonia, Greece On-site

Representative Business Services I at Sibelco Group

Sibelco is a global material solutions company. We mine, process and sell industrial minerals at locations worldwide, focused primarily on silica, clays, feldspathic and olivine. We are also leaders in glass recycling. The Sibelco Group operates over 110 production sites in 31 countries, with a team of over 5,000 people.

Click to see how Sibelco materials are used in products within and outside your home.

Role Purpose:

- This position will closely work with both the BSM and the CSM, supporting them in their activities:
- The jobholder has responsibility for ensuring that he/she works to the agreed departmental processes in order to provide excellent customer service whilst still complying with local regulations.
- Responsible for organizing the receipt and processing of orders, ensuring that customer requirements are met. and providing complaint documentation.
- Giving commercial support to both customers and sales managers in e.g. handling offers and ensuring information flows.
- Responsible for the logistics activities towards customers and between sites.
- Handles and ensures the correct workflow of external complaints

Responsibilities:

- Customer Onboarding: Acts as the first line of service for the customers, having the ability to serve them and to coordinate any commercial, technical or operational issues
- Order and Contract Management: Communicates with customers to ensure order entry and amendments are carried out according to customer requirements and verifies order information to ensure correct and compliant documentation is issued
- Customer Inquiry handling: Accepts and logs (CRM) external complaints and provides feedback after investigation by the QA Manager and in consultation with the Sales Manager
- Data Management: Updates systems and shipment files to ensure the work trail can be audited if required.
- Logistics: Performs inbound and outbound forwarding activities

- Export: Tracks shipments and communicates with customers about the transportation progress / Coordinates shipping with customs agents for clearance on overseas deliveries
- Accounting: As member of the Country Servicing Business Services Team, this role is responsible for accurately updating and maintaining accounting journals, ledgers and other records, recording accounting information, consolidation thereof to assess accuracy and compliance
- Transactional procurement: Generate and Request Purchase orders for goods and services required by the business in the cluster, negotiate supplier contracts for small value purchases and execute accordingly, assuring all is done in compliance with Sibelco procurement policies and procedures
- Resolve PO mismatches, handle master data change requests and act as a single point of contact for contract changes, secure discipline in good receipts update by the people in the cluster and provide ad-hoc support to the Sub-Regional procurement team when required

About you:

- Bachelor's degree in Logistics, Business Administration, Transportation or other relevant field or prior experience in customer services or logistics role in an international environment with experience in export/import document handling
- Basic knowledge of Accounting
- English – proficient verbal & writing
- Local language of the country of base and main operations – proficient verbal & writing

But most importantly, if you embrace our core values, and if this role sparks your enthusiasm to apply your passion to contribute in a meaningful way as a part of Sibelco's team of unique talents within a diverse international business community, then we very much look forward to hearing from you.

To Apply:

Please click apply to register your information and contact details on the recruitment portal so one of our team can get in touch.

Inclusive Team Culture: Attractive Employer (sibelco.com)

Sibelco recognises the strength of our diverse global workforce and values difference and inclusion for all. Our rich mix of people bring an exciting exchange of ideas and knowledge to keep us moving forward and innovating new solutions. We seek talent of all backgrounds and abilities and continue to develop our leaders and our culture to help all current and new employees to grow and reach their full potential.

Salary & Benefits: We will gladly discuss these aspects with you at interview stage.

Meet our People: Careers (sibelco.com)

Recruitment Process: Recruitment process (sibelco.com)

We welcome your application and will make reasonable adjustments where required to support you through the selection process.

Sibelco Targets: Sibelco priorities (sibelco.com)

We have set clearly defined sustainability priorities and targets, with key environmental and social objectives, which include Health & Safety, Climate & Energy, Community Engagement, Human Rights and Business Ethics.

Please note we have a Global Talent Acquisition Team and we will not therefore be requiring agency services