



Celebrating its 80th year as an industrial technology leader, Kennametal Inc. delivers productivity to customers through materials science, tooling and wear-resistant solutions. Customers across aerospace, earthworks, energy, general engineering and transportation turn to Kennametal to help them manufacture with precision and efficiency. Every day approximately 10,000 employees are helping customers in more than 60 countries stay competitive. Kennametal generated nearly \$2.4 billion in revenues in fiscal 2018. Learn more at www.kennametal.com.

Customer Service Representative with English

An excellent opportunity has become available to join Kennametal as a Customer Service Representative. The successful candidate will be responsible for a broad variety of administrative and support related tasks that cover the processing and administering of customer orders in a timely and accurate manner.

This will include a variety of tasks associated with administering the order cycle such as preparing quotations, order acknowledgement, amendments and validation, communicating the order details to the appropriate suppliers and, inputting the details into SAP. The customer Service Representative will form part of a successful team that ensures excellent service standards and, efficient response to customer inquiries and high customer satisfaction.

This is an entry level position that would suit a candidate looking for their first role in Customer Services. A background in hospitality, retail or school leavers will be considered. The ability to communicate in English C1 and above with a positive attitude, and willingness to learn is more important than prior experience.

Responsibilities:

- Process incoming orders prepare quotations and handle returns.
- Ensure the orders are accurate and correct by referencing them to customer order forms.
- Maintain customer records by updating customer information in the customer service database during and after each call.
- Coordinate the order entry process by monitoring the order cycle and any issues to customers and suppliers.
- Maintain a high level of professionalism and cooperation with Customer Service Representatives in US & Canada.
- Follow communication procedures, guidelines and policies to meet the appropriate service levels.
- Resolving problematic issues with the respective Escalation Team.
- Take the extra mile to engage customers.

Typical Education and work experience:

- Customer support experience or previous experience in a customer facing environment is desirable.
- Willingness to work under US times (16:00pm – 12:00am Monday - Friday)
- An ability to remain professional and courteous with customers at all times.
- Must have an excellent command of the English language.
- Excellent verbal and written communication skills.
- Good knowledge of SAP or another ERP system is a plus.
- Knowledge of MS Office in Word and Excel.

Please apply via link: [Customer Service Representative with English](#)

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