



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.

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Customer Service Representative with German

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 managing the order cycle such as preparing quotations, order acknowledgement, validation, inputting the details into SAP, ensuring amendments to orders are actioned immediately, and communicating details to the appropriate supplier. 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 German C1 and above with a positive attitude, and willingness to learn is more important than prior experience.

The Customer Service Representative will form part of a successful team that ensures excellent service standards, efficient response to customer inquiries and high customer satisfaction.

Responsibilities:

- Processing incoming orders, quotations, returns and Ensuring correctness of orders with reference to customer forms.
- Maintain a high level of professionalism in cooperation with local CSR centre in Germany customers.
- Resolving problematic issues with the respective Escalation Team.
- Follow communication procedures, guidelines and policies to meet the appropriate service levels.
- Continuous qualifications improvement and skills development through self-education and active participation in trainings.

Typical Education and work experience:

- Must be able to read and write fluently in German (spoken German is not as important).
- Proven customer support experience or previous experience in a customer facing environment.
- Excellent verbal and written communication skills.
- An ability to remain professional and courteous at all times.
- Ability to multi-task, prioritise, solve problems and manage time effectively.
- Ability to use MS Office in Word and Excel.
- Good knowledge of SAP system or another ERP system is a plus

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

Contact person: anna.burda@kennametal.com