

Customer Center Specialist - FF ANS (Sibiu)

Responsabilități

As a **Customer Center Specialist**, you will be the "voice of the customer" within our plant. Your role is to ensure our products reach their destination at the moment they are needed, maintaining a flawless communication flow throughout the supply chain.

Check out your future responsibilities below:

- Monitor incoming orders and ensure production planning is aligned with customer requirements.
- Coordinate shipments and track cargo status until final reception at the client's site.
- Daily coordination of delivery dates with customers, production, demand planning and sales.
- Provide outstanding customer service to improve customer satisfaction and relationship
- Responsible for the response in customer portals, processing of customer inquiries (requirements in customer web portals)
- Handling of special customer requirements, handle and resolve customer inquiries via e-Mail and phone in a timely and accurate manner
- Manage finished goods inventory levels to prevent bottlenecks and minimize premium freight costs.
- Handle urgent situations (component shortages, logistical delays) and propose rapid solutions to prevent downtime on the customer's assembly line.
- Ensuring a daily and timely transmission of incoming EDI messages and implementation and testing of new EDI connections in cooperation with IT (Incoming orders, ASN)
- KPI Performance: Track and improve internal KPIs

Cerințe

Essential Skills/Qualifications:

- University degree
- Fluent in English
- Advanced MS Office skills (especially Excel) and experience with ERP systems (SAP knowledge is a plus)
- Strong negotiation skills, adaptability, resilience under pressure

Oferta noastră

Work Time Flexibility

- Flexible working hours
- Days off on account of the time balance

Health & well-being



ID poziție
REF5331S

Domeniul de activitate
Logistică

Locatie
Sibiu

Nivelul de Leadership
Leading Self

Persoană juridică
**AUMOVIO SYSTEMS ROMANIA
S.R.L.**

- Private Health Insurance Services
- Facilities within Aria Clinic in Sibiu and Sport classes dedicated to AUMOVIO employees
- 7Card

Financial benefits

- Annual Performance Bonus
- Referral Bonus Program
- Relocation Bonus (when applicable)
- Meal vouchers

Take advantage of being in our location

- Kindergarten on Site (partial subvention, dedicated to AUMOVIO employees' children)
- Restaurant and Coffee Corner on Site: daily discount, live cooking, international cuisine & outdoor terrace
- Regina Maria Medical Policlinic on site (benefit extended to AUMOVIO employees' families)

Invest in your development

- Learn anywhere, anytime, by any device concept, covering online and offline trainings on job specific content
- In depth induction program
- Mentoring programs

Many other benefits to enjoy after work (in partnership with Benefits Online, > 2.000 offers, >800 partners)

Career Path:

- Career path of choice to support Technical, Leadership or Project Management aspirations
- Personalized learning perks including digital courses
- Ground-breaking projects in Automotive

Ready to take your career to the next level? The future of mobility isn't just anyone's job. Make it yours! **Join AUMOVIO. Own What's Next.**

Despre noi

Since its spin-off in September 2025 AUMOVIO continues the business of the former Continental group sector Automotive as an independent company. The technology and electronics company offers a wide-ranging portfolio that makes mobility safe, exciting, connected, and autonomous. This includes sensor solutions, displays, braking and comfort systems as well as comprehensive expertise in software, architecture platforms, and assistance systems for software-defined vehicles. In the fiscal year 2024 the business areas, which now belong to AUMOVIO, generated sales of 19.6 billion Euro. The company is headquartered in Frankfurt, Germany and has about 87.000 employees in more than 100 locations worldwide.