

Customer Center Specialist (m/f/d)

Descrição da função

This is a full-time, on-site position based in Sibiu. Remote work is not available for this role.

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

Requisitos

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

O que oferecemos

Work Time Flexibility

- Flexible working hours



Identificação da vaga
REF9618B

Área funcional
Logistics

Local
Sibiu

Nível de liderança
Leading Self

Pessoa jurídica
**AUMOVIO SYSTEMS ROMANIA
S.R.L.**

- Days off on account of the time balance

Health & well-being

- 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.**

Quem somos

In September 2025, AUMOVIO emerged as a spin-off from Continental's former Automotive group sector and has since established itself as an independent technology company. The company offers a broad portfolio for safe, exciting, connected and autonomous mobility, including sensor solutions, displays, brake and comfort systems as well as extensive expertise in software, architecture platforms and advanced driver assistance systems for software-defined vehicles. In fiscal year 2025, AUMOVIO generated sales of € 18.5 billion. Headquartered in Frankfurt am Main, AUMOVIO has around 82,000 employees at more than 80 locations worldwide.