



DHL Supply Chain is the leading provider of supply chain management services across the globe, serving the consumer goods, technology and industrial products sectors with a variety of contract logistic solutions. These include distribution centre management, global inbound management of components to production lines, co-packing, and inventory management.

We are looking for a

Customer Service Coordinator (French & English speaking)

to join us in our Budapest Command Centre

Key responsibilities:

- To professionally and efficiently interact by international customer queries: mainly in written form by e-mails, orders, online chats, occasionally phone calls, logging customer orders and following them up in the order management system
- To use customer's and DHL owned systems according to the customers work instruction
- To follow up emails, queries/orders/deliveries according to the customers work instruction
- To take care of updating the weekly and monthly reports
- To investigate complex cases, shipments, requests, tracking the complaints and claims, facilitating to find a solution for escalations, challenges
- To communicate with end customers, local forwarders to escalate issues to higher level
- To support transportation companies, customers in a professional and friendly manner

Requirements:

- **Conversational level in English + fluent French**
- Secondary education
- Very strong customer focus
- Good communication skills
- PC literacy with good working knowledge of Microsoft applications
- Team work and dynamic approach

What we offer:

- Detailed training on customers and products
- Possibility to improve your knowledge and skills in the field of order handling, reporting, professional customer care
- Dynamic and diverse team
- Stable multinational company background
- Modern working environment
- Internal development opportunities
- Extra benefits (discounted fee to Gilda Max network, All you can move offering)
- DHL is an equal opportunity employer
- Cafeteria system even during probation period

Apply: If we sparked your interest and the varied activities appeal to you, please send us your CV with short reasoning of your professional fit in our organization and the position it self to: allas@allasstart.hu