

Team Leader Customer Order Desk B2B

Our customer order desk team is responsible for delivering the right products, in the right quantities with the right lead time and the right costs to customers, accompanied by the correct documentation. Customers are leading brands in IoT, Smart Home, Subscription Broadcasting, Consumer Electronics and Mobility like Orange, UPC, Ziggo, Vodafone, Samsung, Sony located worldwide. Our reps act as the interface between departments with respect to sales forecasts, sales orders, order acknowledgements, deliveries and customer returns. They have daily contact with colleagues, sales managers, customers, distributors, logistic providers et cetera.

As team lead customer order desk, you have your own customers as well as supervise colleague order desk reps and be their first point of contact in case of questions. You will report to the manager Customer order desk.

Responsibilities:

- Heading up the B2B team (2 Fte in NL and 1 Fte in China)
- First point of contact for escalations
- Training and empowering the team
- Performance review meetings
- Active involvement in improvement projects.

Main tasks and activities:

- Giving customer service by follow up on customer requirements
- Sales order processing
- Timely delivery, preparation and instructing warehouse and third party logistics providers
- Communicate with stakeholders
- Trouble shooting, problem solving and escalate when necessary

Role requirements:

- Bachelor degree
- 5 years relevant work experience
- Leader, problem solver, team player, easy accessible and sense of humor
- Knowledge of international logistics processes, documents etc
- Experience with B2B customer contact
- Good command of English language, other languages are a plus
- Good analytical and communication skills
- Service providing and flexible attitude

Our offer

A challenging job in an international environment. Be part of a team that has a true passion for innovation and technology. UEI offers talent the opportunity to develop oneself and grow both horizontal or vertically throughout the global organization.

Contact details

For more information about Universal Electronics, and the role offered, please contact Tanya Traill - Manager Customer Order Desk or Rianne Schutte - HR Manager. Phone: +31 534888000. Please send your application to - careers@uei.com.

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