

# United Arab Emirates Jobs Expertini®

## Customer service /Backoffice specialist

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Company: Europastry

Location: Dubai

Category: healthcare-practitioners-and-technical

Do you want to join a leading company in its sector? Are you passionate about the world of bread and pastries and do you want to be able to contribute your ideas and projects in terms of trends, products, recipes, doughs? etc.?

We are a dynamic, innovative company with a human team eager to take on the world and set trends in the world of pastries and bread...if you are one of them...this is your project and Europastry is your business!

If you are interested in becoming part of this exciting and constantly growing project, this is your opportunity!

We explain below in more detail what the project would be about:

What will be your functions?

Your job will be to ensure that customer service guidelines are implemented in alignment with the vision and mission of the company and in correlation with the leading customer service team in Spain. As a side role, you will be responsible for the daily administrative tasks in the office. To be successful in this multiple role, you will need to have the passion to work with people being competent, convenient and proactive.

Key Responsibilities

**Implement customer service guidelines to support sales team and maintain continuous relationship with existing and new customers in the region of Middle East and Africa;**

**Implement the guidelines and procedures for MEA aligning with the central international customer service team in Spain;**

**Maintain a ledger and daily follow up on the orders between the customers, central customer service in Spain and local sales team;**

**Provide competent information about the company's products and services to customers;**

**Support customers with proactive timely solutions adding value to sales execution;**

**Monitor orders and services to ensure contribution to the company's targets (quantitative and qualitative);**

**Perform other related duties or assignments as required to ensure the continuous operations of the local office (license renewal, etc.)**

What profile are we looking for?

Key Requirements

Degree in Business Administration or equivalent

Experience: 2 years of customer service experience in an international company

Fluent in English; Knowledge of Spanish, Arabic is optional

Additional information about the position

High level of written and oral communication skills

Proactive thinking

Excellent communication and negotiation skills

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