

## Customer Service Representative

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Company: Leap29

Location: United Arab Emirates

Category: healthcare-practitioners-and-technical

### **Job: Customer Service Representative**

**Location: Dubai**

**Start date: ASAP**

**Job Type: Permanent**

Our client is a leading player in the oil and gas industry currently seeking passionate individuals to join their diverse team of experts.

As a Customer Service Representative, you'll play a crucial role in efficiently handling aftermarket spare parts orders for their Midstream Production System division.

#### **Key Responsibilities:**

Manage S&C communication and process customer orders in the Middle East and North Africa.

Verify ordered lines, prepare weekly order reports, and handle shipments.

Resolve customer issues, manage exchange orders, and handle credit memos.

Build sustainable customer relationships through open communication.

Monitor order issues, resolve discrepancies, and ensure accurate billing.

Interface with finance for contracting processes and ensure policy compliance.

Serve as the primary customer contact, ensuring prompt and accurate responses.

#### **Qualifications and Experience:**

5+ years of strategic planning experience.

Previous work in EPCs, Engineering Consultancies, Production Facility Engineering, or Process Safety.

Bachelor's Degree in Engineering or related field.

Fluent in English.

Excellent SAP & MRP skills.

Proactive and self-driven with strong organizational skills

Right to work in the GCC countries (preferred)

If you are looking for a new opportunity with an industry leader, apply today!

SLB-Private

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