



Walki Group is a leading producer of technical laminates and protective packaging materials, specializing in the production of fibre based, intelligent, multilaminate products for markets as diverse as energy saving construction facings to barrier packaging applications. Walki Group has operations in Finland, Germany, the Netherlands, Poland, Russia, the UK and China with a workforce of about 900 people. Annual net sales for the Group are over 300 million Euros. Find out more about us at [www.walki.com](http://www.walki.com)

We are now looking for a

## **CUSTOMER SERVICE COORDINATOR**

to our plant in Pietarsaari. This temporary position offer an excellent career opportunity to have an important role in the Walki's Customer Service organisation. Studies in the field of Business Education would provide the most suitable basis for the position and experience of Supply Chain handling will be consider as a benefit.

### **Key responsibilities;**

The main tasks of the Customer Service Coordinator are:

- Daily customer contact; Act as Walki's face to customers
- Work in accordance with customers critical success factors
- Responsible for the complete order process from intake to delivery including invoicing for selected accounts
- Keep total control of valid prices, warehouse management, open orders, claim handling
- Maintain customer related system data
- Communicate on a daily level with account management and mill order planning

### **Requirements:**

Applicant should preferably have:

- Customer oriented and have awareness of the business environment
- Knowledge of Paper converting business, customers and/or sales processes is an advantage
- Good team work and communication skills and the ability to build relationships and influence other people
- Pro-active and commercial attitude, ability to analyze situations and solve problems
- Ability to remain calm, think clearly and proactively, and to prioritize tasks in high pressure and unexpected situations
- Good communication skills in both verbal and written English, Finnish and Swedish, other languages skills are seen as beneficial

For more information, please contact Majvor Finnholm, Customer Service Team Leader (tel. +358 (0)2053 69566, email [majvor.finnholm@walki.com](mailto:majvor.finnholm@walki.com))

Please send your application as soon as possible, but no later than 31.1.2019 via Sympa link:

<https://www.sympahr.net/public/pg.aspx?00a359be&lang=en-US>