
Role Title:

Sales Support Officer

(Ref.: SSO23)

1. Organizational Structure

Role Title:	Sales Support Officer
General Direction / Line:	Commercial
Department:	Commercial Support
Reports to:	Commercial Support Manager

2. Background & Competencies

- Background:**
- Bachelor's degree in Business Administration or Accounting and related Disciplines
- Experience:**
- 1-3 years of combined experience in commercial or customer service functions, with a background in administrative and project support
- Language Skills:**
- Excellent command of the English language
- Core Technical Competencies:**
- IT literacy and strong knowledge and experience with digital applications and spreadsheet programs (knowledge of SAP and Salesforce will be considered an asset)
 - Experience in accurately maintaining physical and electronic filing systems for audit purposes
 - Strong organizational skills
 - Strong numerical skills
- Soft Skills:**
- Service oriented mindset
 - Positive attitude & self-motivated
 - Attention to detail
 - Prioritization & time management
 - Communication/interpersonal skills and confident team player

3. Purpose of Role

The purpose of the role is to support all commercial team everyday tasks and special projects according to business needs and to provide exemplary service to both our internal and external customers.

4. Key Accountabilities / Responsibilities

- Creation, Organization & Control of master data in SFDC & SAP and report creation
- Effective communication with the commercial team on daily basis to provide pricing information & assistance in SFDC administration.
- Customer Service by providing introduction and assistance with customer portal & possible problems with invoicing
- Administration of the complaints phone line: managing customers' feedback about various cases and creating complaints in SFDC for timely resolution
- Problem-solving between SFDC, SAP, and LOGON, resolving idoc issues in cooperation with EBS and EITS
- Maintenance of material master data and problem-solving in cooperation with EITS, collaborating with the Controlling Department
- GDPR consolidation & reporting providing information at Legal Dept., Credit & Communication
- Cooperation with logistics dept. in order to have accurate transportation costs
- Support all commercial projects
- Control and maintenance of rebates and pricing conditions, along with adherence to local pricing policy
- Weekly and monthly price controls to ensure accurate invoicing
- Support for all MEC and YEC processes