

Job Title: Senior Specialist Account Operations Zalando (m/w/d) - Temp 6 Month

Purpose and overall relevance to the organization:

Providing best-in-class services to an assigned group of customers in collaboration with the sales organization and key departments to fulfill the company's strategic business plan.

Responsibilities:

- Be an expert in all operational and commercial areas and ensure that excellent customer service is provided at all times.
- Actively questioning working methods and practices. They propose and implement practical improvements.
- Handling daily customer inquiries with the aim of clarifying questions and offering creative and efficient solutions. This includes:
 - Communication with wholesale customers via all coordinated communication channels
 - Provision of all relevant information about orders and items
 - Create, analyze, and interpret data and reports in accordance with business needs and the expectations of external customers
 - Finding solutions to recurring problems in collaboration with the interfaces to avoid complaints or returns
 - Close collaboration with the sales team and support by providing expertise
- Working with our wholesale customers and partners to ensure efficient and accurate customer setup:
 - Coordination of new customer setups and changes to customer data (e.g. closure of customer numbers, delivery blocks, release strategies) in cooperation with the responsible internal departments
 - Changes to and exit from buyer groups in collaboration with finance, IT and customer data
 - Set up and/or authorize order and invoice value in accordance with applicable valuation and signature regulations
- Manage the order book from purchase order to invoice to ensure order book transparency and conversion.
 - Processing and handling of all types of orders and contracts
 - Resolve internal order issues or escalate them to the appropriate stakeholders to ensure a smooth order flow
 - Tracking delays
 - Cleanup of the order book
 - Ensuring the earliest possible creation of delivery notes to enable timely and complete delivery, including prioritization of orders, in accordance with strategic guidelines. Support of the responsible departments in case of upcoming problems (e.g. request for air freight deliveries)
 - Maintaining approved special discounts
 - Where appropriate, you'll play an important role in delivering sensitive products in a timely manner by collaborating cross-functionally to track the product and ensure key deadlines are met.
 - Monitor electronic receipts for errors and coordinate the correction of these errors using the tools provided (e.g., EDI, missing item data, missing segmentation)

- Coordinate special treatment for new applications and changes in line with our business strategy.
 - Checking the feasibility of customers' shipping and packaging requirements and, if necessary, coordinating their implementation in the system
 - Maintenance of the process system and forwarding of the special handling information and, if necessary, the labels to the warehouses and production facilities

- Processing of returns and complaints in accordance with the guidelines and recording of all requests in the CRM system in close cooperation with internal and external logistics partners (forwarders, inbound and outbound, warehouse) as well as with the finance department:
 - Returns and rejections: review and decision on applications with subsequent rejection or management of the process until the credit note is created
 - Complaints: Reviewing, recording, rejecting or approving requests for credit notes in the event of quality defects, formal/special treatment errors, discount and price differences
 - Independent processing and final clarification of outstanding receivables and invoice reductions

- Carrying out special tasks, commercial agreements, customer-specific management of deliveries for campaigns, promotional items, introductory items, etc.
- Substitute for and support colleagues who work in other customer service groups.

Optional:

- Activity as a key user and/or tester in system- and process-based IT projects as well as updating and adapting test scenarios.
- Support in projects and workshops to achieve departmental goals.
- Participation in customer meetings inside and outside the Herzogenaurach site.

Powers:

Power of Attorney

Predominant contacts:

- Wholesale
- Breites Account Operations Team
- Sales Team
- IT
- Supply chain teams (local and Europe-wide)

- External – Third Parties
- Credit Management Team
- Marketing

Knowledge, Skills and Abilities:

- Advanced knowledge of MS Office, SAP, Salesforce and MicroStrategy
- Fluent in German (spoken and written)
- Advanced knowledge of English (spoken and written)
- Business acumen
- High level of customer orientation, presentation and communication skills
- Process-oriented thinking and in-depth understanding of complex relationships
- You are a confident, positive, and engaged team member, contributing to a high-performing culture in the team and department.
- Experience working under pressure to meet deadlines and conflicting priorities
- Willingness to travel if necessary

Required Education and Experience / Minimum Requirement:

- Successfully completed vocational training in the field of industry or logistics as well as further training or a bachelor's degree
- More than 3 years of experience in customer service in customer service, sales or supply chain