



**Emerson SRL**  
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# Customer Communicator

## Job Purpose

We are looking for a positive, customer service oriented candidate, who will contribute to achieving our team's goal to deliver best in class services to Emerson Climate Technologies customers in Europe

## Responsibilities

- Upon reception of Customers orders, identify the relevant products, clarify the prices from the system and the Customer Database and book the orders in the ERP system;);
- Check the lead-times provided by the Plants, potentially get a shorter lead-time from the Plants if lead time is identified as too long, confirm the lead time on the order;
- Follow-up of customer orders from order entry until delivery and invoicing of the goods including organization of transports worldwide;
- Support the Sales Office for all questions and direct them to appropriate contacts in other departments if needed;
- Daily contact with customers, by phone and email.
- Develop a specific area of expertise;
- Organize and implement scanning of all orders and relevant documentation;
- Contacts with production units and marketing, quality, application engineering and logistics departments;
- Allocate to relevant Sales Offices all requests coming on the Company's eCommerce internet site;
- Various administration tasks related to customer files.

## Requirements

Fluent in English

Good mastering of Ms Office tools (Outlook, Word, Excel, Power Point).

I would be more than happy to offer you additional information on this opening!

**Cristina Saveanu** | Talent Acquisition | Cluj Site Shared Services

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