



Who we are:

At Steelcase, we believe the places where people work, really matter. Great places can inspire, accelerate innovation, enhance well-being and connect people to each other and to the purpose of their organization. By studying how people work and by bringing human insights to the places where they work, we help organizations to achieve a higher level of performance.

In 2011, we opened a new Business Center in one of the most dynamic cities in Romania – Cluj-Napoca. We contribute to Steelcase mission by working in close partnership with Steelcase Innovation Centers, Manufacturing and Sales Organizations, supporting Europe and North America.

We'd like to invite you to become a member of our Steelcase team and work for a global leader in one of our inspiring spaces.

Job vacancy

Consultant Order Fulfillment Internship

Reports to: Andreea Cismas – Order Fulfillment Team Leader

What you will be doing:

- Handles Internal Customers orders, orders changes, orders delivery in assigned markets, providing a reliable and professional Customer Service Experience
- Ensures that the appropriate operational steps are taken to enable efficient and accurate order treatment
- The mission of the Consultant Order Fulfillment Team is to deliver an excellent customer experience and therefore work closely with the internal customers to help winning more business
- Confer with customers by e-mail, Skype, telephone and work well with them, to gather their needs and look for solutions to answer their requests
- Dispatch transactional processing activities to the back / front office team
- Connect with company's internal Teams (Finance, Quality, Logistics) to fulfill the customer requests (specific logistics, pricing or products requirements)
- Owns specific product knowledge to deliver advice or customer support

- Advise customers on issues and possible alternatives
- Owns market knowledge to build a strong customer relationship
- Treat order amendment requests in SAP
- Process order entry and general customer requests coming from E-mail, EDI in SAP (check to ensure that appropriate changes were made to resolve customers' needs)
- Provide continuous improvement and feedback on recurrent issues:
- Keeps a critic eye regarding the processes and brings up the issues faced
- Ensures pragmatic feedback about quality issues or questions received from the dealers
- Identifies process issues and elevates for resolution
- Respects processes and procedures defined at the departments level
- Raises any critical issues
- Build internal performance and progress reports
- Create, amend and maintain customer master data

Who you are:

- Effective communicator, written and verbal. Able to organize thoughts and information before sharing
- Uses social interpersonal skills to positively get along with a variety of people
- Able to work independently and within a team
- Self-motivated
- High level of discipline (planning, organizing, priority setting)
- Able to handle ambiguity and diversity
- Taking prompt actions to accomplish objectives and to achieve goals, having a can-do attitude
- Attention to details, customer focus, problem-solving abilities
- Share quality & general customer feedback to teams for improvement
- English - advanced; French or German - advanced
- Italian / Russian / Polish/Spanish/Greek - nice to have
- IT skills: Microsoft Office, Outlook
- Basic knowledge of SAP would be a plus

HR contact: Oana Stefanescu (ostefane@steelcase.com)