



Vincotech

To reinforce our Customer Service team based near the southern edge of Munich, we are seeking a

CUSTOMER SERVICE SPECIALIST [all genders]

Team up with us! Vincotech, a group company within the Mitsubishi Electric Corporation, is a market leader and reliable partner in power modules with a focus on sustainable technologies. The enterprise develops and manufactures high-quality electronic power components for motion control, renewable energy, and power supply applications. Headquartered in Unterhaching near Munich, Germany, Vincotech also owns and operates a production site in Bicske, Hungary, and maintains sales offices around the world. With some 800 employees worldwide, Vincotech delivers off-the-shelf products and application-specific solutions with utmost empathy for customers' needs – fast and flexible.

We offer you a hybrid working model and are open for part-time employment.

Your skills are in demand. We need you to:

- / After an intensive phase of orientation and training for this position of great responsibility, you will be the authoritative point of contact for our customers and sales forces for all matters related to customer order processing
- / Among other tasks, you will gather all information necessary to fill a variety of customer orders and ensure they are processed professionally
- / You will confirm and meticulously monitor delivery dates in close collaboration with production scheduling, logistics and dispatching staff at our plant in Hungary
- / You are able to handle credit memos, debit notes, invoices and NRE charges and you will play an active role in coordinating return shipments and after-sales quality complaints
- / You can be entrusted to report on sales, backlog and deliveries and analyze incoming customer forecasts

Your credentials are persuasive. You have:

- / You have earned formal qualifications in business by way of an apprenticeship or traineeship and have ideally completed advanced professional training, for instance, a Business Administration training program
- / You have enriched this fundamental skill-set with some initial professional experience in Inside-Sales or Customer Service with a multinational organization, preferably in the electronic semiconductor market industry.
- / You are quick to understand business processes and have a basic grasp on bookkeeping
- / You are skilled in the use of MS Office and SAP R/3 SD
- / You have a fluent command of spoken and written English as well as German
- / You have the poise necessary to remain always calm and focused in high-pressure situations

We walk the talk. We offer an opportunity for you to:

- / Vincotech is a key enabler of efficient and affordable energy use everywhere, which is one of the most important megatrends of our society and a necessity for generations to come
- / Be part of a motivating company culture where flat hierarchies and quick decision-making are realities rather than wishful thinking
- / Work in an agile and flexible Customer Service team and be an important interface for our valued customers
- / Find long-term career prospects, an attractive salary and very good benefits – all this can be part of your priority package at Vincotech

We welcome your application and look forward to discussing how Vincotech can become your next career choice.