



Team up with us! Vincotech, an independent company within the Mitsubishi Electric Corporation, is a market leader and reliable partner in power modules. 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.

Nothing is as constant as change. We have created a new strategic position to adapt our customer processes to changing requirements. For our Customer Service team based just southeast of Munich, we are therefore seeking a

SENIOR CUSTOMER SERVICE ASSOCIATE [all genders]

Your skills are in demand. We need you to:

- / Continuously improve sales order handling with a strong focus on lean and SAP-supported processes
- / Lead cross-functional projects to improve simple and complex business processes
- / Assess customers' logistical requirements; develop and implement appropriate supply chain solutions [e.g. scheduling agreement, consignment stock, EDI, and the like]
- / Support negotiations with customers to achieve a balanced and feasible supply chain solution
- / Analyze temporary customer escalation and allocation circumstances; develop and implement appropriate solutions and tools
- / Support order processing when demand peaks

Your credentials are persuasive. You have:

- / A bachelor's degree in Business Administration, Industrial Engineering with a focus on logistics, supply chain management or the like
- / 3 to 5 years' experience in sales order processing and supply chain solutions in the B2B electronics industry
- / Up-to-date knowledge of logistical solutions – e.g. scheduling agreement, consignment stock, EDI
- / Proven ability to map and improve business process
- / Experience running cross-functional projects with internal and external partners
- / Excellent project and time management skills
- / Solid SAP R/3 SD skills
- / Advanced MS Office Excel skills

You are:

- / A good analyst and problem-solver
- / A team player with the ability to work independently under high pressure
- / A mover who makes things happen with a hands-on, can-do mindset
- / Friendly and self-confident with internal and external customers
- / A fluent speaker of English and German

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

- / Be "the consultant" in our core customer business processes
- / Be part of a motivating company culture where flat hierarchies and quick decision-making are realities rather than wishful thinking
- / 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.

Vincotech GmbH

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EMPOWERING YOUR IDEAS

Vincotech