8440 11045 Employee CSC – Customer Service Center (m/f/d) The company Elcowire based in 06333 Hettstedt currently consists of 2  
Companies: Elcowire Rail GmbH and Elcowire GmbH. Since 1991  
produces the Elcowire Rail GmbH with currently about 70 employees annually  
8,000t – 10,000t contact wires, hanger and suspension cables made of pure copper and  
different copper alloys for long-distance and light rail as well as for  
other catenary applications.  
Elcowire Rail GmbH has been part of the Elcowire Group (Helsingborg/  
Sweden) and meanwhile world market leader for catenary systems made of copper  
and copper alloys based in 06333 Hettstedt (Saxony-Anhalt).  
Up to 40 international markets are supplied every year, with the  
Elcowire Rail GmbH 30 to 35 percent of sales in the so-called "DACH  
Region". These include Germany, Austria and Switzerland, followed by  
other European countries like France, Spain, the Scandinavian ones  
countries, Great Britain and Ireland. But also to North and South America  
Southeast Asia and Australia, Elcowire Rail GmbH supplies its qualitative  
high quality products. Since March 2022, the former wire division of the  
KME Hettstedt acquired from Elcowire and has been trading under that name ever since  
Elcowire GmbH. With currently around 200 employees, wire products are made from copper  
(bare or tinned) manufactured in numerous finishing stages. The  
The range of wire rod includes coarse, medium and fine wire up to  
strands and ropes.  
We are looking to strengthen our team at the 06333 Hettstedt location  
next possible appointment  
  
  
Employee CSC – Customer Service Center (m/f/d) Your main tasks are:  
  
  
\* Processing of the focus markets per defined responsibility, creation and  
 Tracking of offers according to specifications and in coordination with sales  
 Managers, punctual and accurate preparation of offers, price and  
 Result calculation with calculation tool  
\* Communication with customers and other interested parties where appropriate  
 internal and external, deadline tracking and notification of appointment orders  
\* Customer order processing, billing, payment tracking,  
 Customer support and price negotiations by telephone and in person as well  
 Basic analysis and evaluation of custom commercial  
 Conditions  
\* Coordinate with the required engineering, product management and departments  
 Marketing for bidding  
\* Organization of order acceptance including copper and order booking,  
 Ensuring maximum operational standards in customer interaction,  
 Ensuring the documentation (complete processing) of all offers/  
 Orders in the CRM system or ERP system, drum management, metal hedging We expect from you:  
  
  
\* Completed commercial training (industrial clerk or similar) and/or  
 Several years of professional experience in internal sales (Customer Service)  
\* Several years of professional experience in the commercial sector or  
 Internal sales (customer service) desirable  
\* Confident use of MS Office  
\* SAP knowledge desirable  
\* Knowledge of German and English - fluent in speaking and writing Our offer:  
  
  
\* Respectful and appreciative corporate culture, family working environment  
 and quick decision-making processes  
\* responsible and varied tasks with versatile  
 Design options and participation in exciting change processes  
\* open and team-oriented cooperation  
\* all the advantages of a collectively agreed company  
\* flexible working hours, mobile working  
\* Individual training and further education opportunities  
\* Employer-funded pension  
\* Other employee wellbeing factors, such as operational  
 Health management, individual personality development, promotion of  
 Growth mindset, team events etc. Contact:  
  
Elcowire GmbH  
Lichtlochenberg 40  
06333 Hettstedt  
Email: hr.hett@elcowire.com  
We are looking forward to your application!  
www.elcowire.com Industrial clerk None 2023-03-07 16:07:51.285000