

Strategic Accounts Customer Service Specialist

ABOUT THE COMPANY

Phoenix Contact's roots are in Germany. Our headquarters are in Blomberg. Originally founded in Essen in 1923, we have grown over the years. With over 50 subsidiaries worldwide, we truly have Global reach. Together with customers and partners, we design solutions for the future using trend-setting connection and automation technology. Wherever they are needed - for example, in transportation infrastructure, electromobility, for clean water, regenerative energies and intelligent supply networks, or energy-efficient machine building and systems manufacturing. We face up to technological developments and the associated changes in society. With more than 100 years of experience in the field of machine building and automation, we are working on tomorrow's intelligent production today.

DESCRIPTION

The Strategic Accounts Customer Service Specialist will establish an integrated relationship with Phoenix contact and our strategic customers, creating a partnership to improve the overall customer experience. This individual would be the main point of contact in their direct buying relationship and ensure Phoenix contact provides the level of customer service required to support their business. This will mean the individual will need to build relationships within the organization such as Purchasing, Logistics, Production, Quality and Engineering departments. This role involves addressing sales inquiries, resolving issues, providing pricing and ensuring seamless service to foster long-term partnerships and building the Phoenix Brand. Working with the Strategic Account Manager, lead a quarterly business review with Purchasing on company performance and report card status.

POSITION RESPONSIBILITIES

Customer Service

- Works closely with the Customer Purchasing team, Warehouse management, Production team, Engineering team, Quality Control
- Works in collaboration with Strategic Account Manager (SAM)
- Responds to customer requests in a timely manner
- Proactively identifies customer needs
- Takes responsibility to resolve customer complaints
- Elicits feedback from customers to monitor their satisfaction
- Liaise with internal Phoenix departments/divisions to promote positive customer experience

Order Administration

- Accepts and processes orders, following established business rules including customer changes and cancellations. Emphasis is on error-free order management and same day order entry

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- Expedites and escalates orders to prevent downtime. Qualifies and processes emergency and/or expedited orders and shipments in a timely manner
- Proactively communicates with customers about order verification, order status, pricing and shipment status. Collaborates with various departments to verify lead times, schedule customer orders according to their delivery needs and communicate special handling requests
- Actively seeks to maintain accurate delivery dates
- Processes sample requests in accordance with established guidelines
- Maintains accurate and organized records

Special Pricing

- Working with the US team and Headquarters and the local Strategic Account Manager to manage special pricing requests.
- Manages customer net pricing based on currency conversion rates
- Coordinates and processes quote renewals as expiry dates approach
- Ability to analyse and extract data to validate special pricing requests
- Maintains accurate and organized records

Customer Maintenance & Satisfaction

- Maintain account and contact information in CRM
- Promotes customer satisfaction by developing and maintaining excellent relationships with the customers
- Supports After Sales Service Requests (ASSR / RMA - Returned Material Authorization) process via CRM system
- Conducts regular online meetings as well as in person visits to understand the customers' requirements and provide tailored solutions to enhance satisfaction.
- Monitor account performance and proactively address potential issues.
- Maintain detailed records of customer interactions and service requests.
- Coordinate with Sales and other internal teams to ensure timely resolution of client concerns.

Sales Generation

- Working with SAM to understand the account strategy
- Working within the account to develop and foster new sales opportunities
- Proactively assists in creating awareness of promotions/specials through email, phone calls and ensure CRM is updated
- Assists in cross-selling and upselling products where possible

In addition to those listed above, you may be asked to complete other duties as requested.

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QUALIFICATION REQUIREMENTS

- Post-secondary education
- Previous experience in a Customer Support / Service role preferably handling key/strategic accounts
- Knowledge of MS Office Software
- Experience with ERP and CRM software packages

ESSENTIAL JOB REQUIREMENTS

- Must be able to sit for long periods of time, while using a computer and telephone
- Must be able to manage stress in a fast-paced environment, adhering to deadlines
- Must be available to travel for onsite meetings

We are offering an attractive remuneration package, employee benefits and the opportunity to contribute to a fast-paced growing company with dynamic leadership and a history of growth and profitability.

Awarded one of Canada's Best Workplaces, we recognize people as our most valuable resource. We are an equal opportunity employer.

To apply for this position:

Interested candidate may reply in complete confidence by submitting a resume with a summary of achievements to **the HR Mailbox** at pxcca-sm-hr@phoenixcontact.com

Phoenix Contact Ltd welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

We appreciate your interest; however only candidates selected for interviews will be notified.