

For our international client – a leading player in the chemical industry – we are looking for a qualified candidate for the position of **Customer Service Representative with German**.

Customer Service Representative with German

Nr ref.: 408/7/2026/0B/269755/jobs.pl Kraków (małopolskie)

What you can expect from us?

- An opportunity to work in an international, fast-growing company with a strong market position.
- Comprehensive private medical care package.
- Annual/performance-based company bonus program.
- Opportunity to participate in the company's Employee Stock Purchase Plan (ESPP).
- A supportive team culture with opportunities for continuous learning and career development.

Employment agency entry number 47

this job offer is intended for people over 18 years of age

What will your tasks involve?

- Serve as the main contact between customers, suppliers, and manufacturers, ensuring timely updates on transactions.
- Accurately enter and track sales and purchase orders in the ERP system from placement to delivery.
- Answer inquiries professionally and resolve customer problems efficiently.
- Monitor credit limits, manage payment collections, and conduct follow-ups when necessary.
- Oversee stock levels and logistics from suppliers to customers, collaborating with logistics partners and Product Managers.
- Collaborate with accounting, handle general administration and phones, and back up the customer service team as needed..

What we expect from you?

- Solid background in B2B Customer Service, Logistics, or Supply Chain Management, preferably involving import/export procedures.
- Experience within manufacturing or industrial sectors is highly desirable; however, candidates with strong corporate B2B customer support experience are also warmly encouraged to apply.
- Fluency in both German and English (minimum B2/C1 level) is required for seamless daily communication with international clients and stakeholders.
- Readiness for hybrid work in Kraków (2–3 days a week from the office after the onboarding period).
- Excellent communication skills to effectively interface with clients, suppliers, and internal teams, plus a strong problem-solving mindset.
- High attention to detail, strong accuracy in administrative duties, and the ability to

manage multiple priorities in supply chain logistics.