

# Nazwa oferty pracy: Customer Service Analyst - French

**Position: Customer Service Analyst with French**  
**Based: Lodz**

Do you have proven experience of working in an international Shared Service Centre environment? If so we would like to hear from you.

We are looking for a Customer Service Analyst with French to join our Shared Service Centre in Poland.

## MAIN RESPONSIBILITIES

- Receives, enters and manages customer orders from order receipt to shipment of product and any returns or POD enquiries,
- Ensure customer satisfaction through process complaints, answer questions, track shipments,
- Analyze customer data to include relevant service performance to include scorecards, number of orders, frequency, shipments, and effective systems and periodic updates to monitor and advise Account Managers and Customer Service Manager on order status, issues or outlook,
- Ensures customer satisfaction by proactively making calls to existing customers inquiring on satisfaction levels, analyzing order patterns, shipping alternatives, additional information, etc.
- Investigates and helps to implement preventative methods for continuous improvement,
- Internally may interact with Sales, QA, MSS, Pricing, Distribution, Transportation,
- Externally interacts with multiple customer representatives daily,
- Some negotiation about delivery dates / quantities / freight costs / service penalties is required,
- Fully comply with all applicable processes and procedures (e.g. SOX, ITC etc).

## CANDIDATE PROFILE

- Baccalaureat / "A" Level education,
- Fluent written and verbal French and English skills (at least C1/C2),
- 2-3 years professional customer service or related experience,
- Knowledge of the customers preferred,
- Knowledge of Manufacturing processes, inventory management, warehouse and distribution preferred,
- Must be able to communicate effectively both orally and in writing with individuals at all levels.

## COMPANY

McCormick is a global leader in flavour. With 10,000 employees around the world and more than \$4.2 billion in annual sales, the Company manufactures, markets and distributes spices, seasoning mixes, condiments and other flavourful products to the entire food industry, retail outlets, food manufactures and food service businesses.

We have a passion for flavour. The company is serving customers from nearly 50 locations in 24 countries and consumers can buy our brands in more than 110 countries. Our industrial business flavours snacks, wraps, beverages and many other products for customers, which include global restaurant chains and leading food manufacturers.

With approximately 4,500 employees, the company has operations in 13 countries across the Europe, Middle-East and Africa (EMEA) Zone and serves customers in more than 25 markets through its consumer and industrial businesses. McCormick is present in key consumer markets with leading brands, including Schwartz in the UK. McCormick EMEA Headquarters are located in Haddenham (UK).

McCormick entered the Polish market in 2011 with the acquisition of the Kamis business in Stefanowo. The company currently employs more than 900 people in Poland, this role will be based at our European Shared Services in Lodz. McCormick set up it's EMEA Shared Service centre in Lodz in 2014, currently employing 80 people.

## TO APPLY

If you are looking for a new challenge and want to join a highly motivated team in a rewarding environment, please apply via our careers centre at <http://www.mccormickcorporation.com/Career-Center>

In return we offer a competitive salary and benefits package and opportunity to work with a global flavour leader.

As an Equal Opportunities employer, McCormick is committed to a diverse workforce.