Customer Solutions Specialist - 10-month contract

**Position Snapshot**  
Nestlé Customer Service, Athens, Greece  
Reporting to: Customer Solutions Analyst (CSA) Manager & Process Optimization Lead  
10-month contract

**Position Summary**  
To effectively drive the Perfect Order Cycle approach in order to provide top class service to our customers

**A day in the life of…**  
Ensure smooth execution of order to cash daily process by:  
•    Resolution of exceptions across end-to-end process ensuring proper order cycle  
•    Close collaboration with internal (Supply Chain, Sales, etc.) and external partners (3PLs, distributors, customers)  
•    Handling of customer claims and returns/refusals in a timely manner  
•    Participating in improvement activities

**What will make you successful**  
•    Bachelor’s degree in business-related field or science / engineering / information systems  
•    Specialization or a Master's degree in Supply Chain or Logistics field will be considered a plus  
•    Two-three years of experience in similar position preferably in a multinational environment  
•    Strong analytical skills and good MS office knowledge (especially Excel)  
•    Service-oriented mindset with good communication skills  
•    Ability to work in a team and on projects  
•    Fluency in Greek & English  
•    Experience in Power BI or Power Apps will be considered a plus

**Why you should apply**  
•    Join the leading Food company in the world with more than 83bio CHF sales and presence in 186 countries  
•    Be a part of our dynamic, passionate, and innovative Supply Chain Team  
•    Contribute in offering the best service experience to our customers  
•    Engage with our people from all over the world and join exciting local or international projects and assignments  
•    Take full advantage of unlimited development opportunities through an extensive physical, virtual and hybrid learning ecosystem   
•    Enjoy the wide range of Nestlé benefits such as comprehensive Pension, Health Care & Life Insurance programs, increased Parental leaves, Flexible Work Plans, Baby Support plan & Pet Support plan and many others