



JOB DESCRIPTION

DEPARTMENT

Export

JOB TITLE

French Office Liaison

JOB PURPOSE

Provide support to the JSP office in Lyon and the French team. It is a multi-role position covering sales, administration, production management, customer service and marketing.

This is a great opportunity to either commence or develop a strong future career within JSP's fast-growing French business with plenty of scope for travel.

RESPONSIBILITIES

Order processing

- Process orders
- Process special jobs (logos)
- Amend promise dates
- Backlog maintenance

Shipment/lead times follow up

- Give lead times to customers
- Liaise with warehouses or freight forwarder as necessary

Litigation

- RMA processing
- Repair follow up
- Credit note follow up

Accounts

- Invoices/credit notes sending
- Chasing customers for late invoices

Additional Responsibilities

- French document translation
- French language support for the Worsham office
- Customer relationship management
- Delight customers, above and beyond the call of duty (go the "extra mile")



- Have empathy for a customer's problem and think "outside the box" to offer achievable solutions
- Any other reasonable request from your line manager

SKILLS

- Fluency in written and spoken French and English is essential
- Be a professional and confident person with excellent interpersonal and organisational skills
- Have a pleasant and friendly style (*smile*)
- Be computer literate (*Microsoft Outlook, Word and Excel*)
- Have a good understanding of ERP software packages
- Work accurately and with an eye for detail
- Ability to multitask, prioritise and stay calm under pressure
- Have a "thick skin" so that complaints can be handled professionally and resolved amicably
- Absorb training and instructions in order to work independently
- Be a team player and help colleagues when required
- Be a proactive problem solver and show initiative