

Internship at the European Customer Care team

Merck is a global pharmaceutical and chemical company with a history that began in 1668, and a future shaped by around 40,000 employees in 67 countries. Merck Millipore, a division of Merck group, is a Life Science leader providing cutting-edge technologies, tools, and services for bioscience research and biopharmaceutical manufacturing. As a strategic partner, we collaborate with customers to confront the world's challenging human health issues. From research through development to production, our scientific expertise and innovative solutions help customers tackle their most complex problems and achieve their goals. Merck Millipore offers an attractive international working environment, valuing your talents and training you to develop new skills. We are committed to providing training and development opportunities that are relevant, timely, and driven by the business needs of the organization. We provide training opportunities that assist you in better performing your current job, and/or prepare you for career advancement. Our Amsterdam office is easily reached by public transport. Merck Millipore fully reimburses travel expenses.

It takes some very special people to pioneer and deliver the highest levels of innovation. Intellect, initiative and sheer imagination are all vital. That's why we have such high standards when it comes to the people we recruit. We look for entrepreneurial flair, a strong team ethic and a total commitment to making our products and services not just good, but great. You'll be courageous and inquisitive too – traits we consider essential in our push to find answers and make breakthroughs. As an ideal candidate you have a positive outlook on dealing with customers and know how to organize your work. You enjoy working in an international team, which requires an excellent command of English, both conversational and written. An eye for detail and passion for the job make you the best at your work. You want to get to the route of the problem when it comes to credit issues. You are not afraid to contact Merck Millipore's customers to query outstanding payments and missing information. At the same time, you maintain your professionalism in representing Merck Millipore to our customers. You take your responsibility by reporting accurately to colleagues in different departments and informing them on urgent cases and developments. Our culture is collaborative, supportive and built on trust – as well as entrepreneurial and commercial. Although we're a forward-thinking business with ambitious growth plans, there's still a strong family feel that reflects our heritage. Join us and you could find yourself collaborating with like-minded people on projects that will test your flexibility and creativity to the full.



Key Customer Care responsibilities include:

- Track, handle and solve all complaints: product, non-product, service, product recall, etc.
- First point of contact for all returns: unauthorized and intercompany, monitor expired returns and develop and implement consistent return policies to harmonize amongst business units
- Respond to customer complaints/ inquiries and resolve issues quickly, competently and professionally.
- Investigate, process, and record lost or damaged orders, non-product complaints, credit and/or rebill requests.
- Handle and solve situations related to orders, shipments, complaints or other customer-related matters.
- Run, analyze and present return metrics to create Plan of Action (POA), Investigation and Route Causes Analysis (why did the return/complaint happen and what can be done to prevent this from happening in the future)
- Follow up with all complaint customers to rate service; identify process gaps and customer service training opportunities.
- Research and maintain customer account information within appropriate systems.
- Send documentation to customers.
- Use Oracle, Lotus Notes, SAP, Business Objects and other Customer Service applications that house customer information, policies and procedures.
- Adapt quickly to frequently changing applications and departmental and divisional policies and procedures.
- Interact extensively in a team environment with peers, supervisors and managers to assist one another with orders and information.
- Interface with supporting departments including Technical Service, Finance, Distribution and Sales.
- Adhere to all ISO Certification and participate in Customer Service-related audits when called upon to do so.

Internship starts date: asap

Internship duration: from 3 months up to 1 year.

Hours per week: 40.

Schedule: From Monday to Friday.

Office address: Haarlerbergweg 21-23, 1101 CH, Amsterdam, The Netherlands. Dpto: European Customer Care team

Endowment: 700 € / month

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