



Ermewa SA is a major player in the European freight wagon rental market and, as the owner of one of the largest freight wagon fleets in Europe, offers a wide range of wagons to suit the conditions of use and the requirement profile of our customers. With offices across Europe, we ensure our customers have local contacts and tailor-made solutions along their supply chain. Team spirit, proximity, commitment, proactivity, technical expertise and sustainable development are the values carried by all of our employees on a daily basis.

We are committed to growth and need talents like you.



For our **Customer Service (ex-yugo)** based in Hungary we are looking for an enthusiastic and energetic colleague.

You are:

- an enthusiastic and experienced CS professional with minimum 3 years professional experience, ideally in supply chain management or in rail freight transport
- customer-oriented and have an affinity with technology
- communicative and have a good communication skills in English (at least B1-B2)
- communicative and have a good communication skills in Serbian (at least B1-B2)
- communicative and have a good communication skills in Hungarian (at least B1-B2)
- a collegial team player who likes to take initiative;
- flexible, eager to learn and have perseverance;
- solution oriented and willing to go the extra mile for the customer
- familiar with the most common MS Office applications

What will you be doing ?

- you are the first point of contact for one of our key ex-yugo clients.
- You ensure that your customer's requirements are coordinated in a timely manner by communicating efficiently and proactively with the people, departments and regional offices involved.
- You organize and administer mobile repairs and preventive maintenance activities on the wagons rented by your customer.
- You always keep a good overview of the availability of your customer's rented fleet, monitor the downtimes of the wagons in the workshops and proactively inform your customer about the processing times of the wagons to be serviced.
- You are also in charge of the monthly invoicing of your customer as well as checking and processing of invoices for mobile service operations.
- On top of that, you will support the local sales managers with commercial and administrative tasks.
- The goal is a well-functioning, long-term successful and trusting cooperation with the key customer, so that the customer feels well looked after and receives added value from the cooperation.

What do we offer ?

- a challenging position with a very solid and ambitious international organization;
- a fun, enthusiastic and experienced team of colleagues who will teach you the tricks of the trade in an open and transparent atmosphere;
- a good salary, in line with your age, level and experience;
- annual bonus (0-100%)
- saving plan, mobile phone and laptop, meal allowance (+ active Hungarian), language courses and training opportunities, hybrid working;
- an office with good transport connections;
- regular company events

Become an important part of our team and shape the future of rail freight transport together with us.
Apply now!

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We look forward to meeting you!

