

ACCUMALUX Group, established in Luxembourg since 1976, is a leading manufacturer of high-quality plastic components, specializing in injection-molded parts for battery systems in the automotive and energy sectors.



As a **Customer Support Coordinator**, you will play a crucial role in managing customer support. You will ensure seamless communication and support across multiple regions and will report functionally to the Head of Sales. This role requires exceptional communication and language skills, along with proficiency in SAP, to effectively coordinate and support customer and production operations across the organization. This **full-time** position is based in **Sadovo in Bulgaria**, with occasional travel within Europe required.

## Key Responsibilities

- Serve as the primary customer support contact, ensuring high-quality service delivery.
- Coordinate and support customer interactions and order processing across operations.
- Utilize SAP proficiently to manage customer orders, production planning, inventory control, and logistics.
- Maintain detailed records of customer interactions and transactions, reporting any issues to relevant departments.
- Support the management with necessary reports and updates regarding customer activities and support processes.
- Engage in continuous improvement initiatives to enhance customer satisfaction.

## Key Qualifications

- Exceptional proficiency in English; working level of French is highly desirable.
- Extensive experience and proficiency in SAP, specifically in modules related to customer orders, production planning, inventory, and logistics.
- Experience working in an industrial production environment is required.
- Strong communication and interpersonal skills, capable of working effectively across different regions.
- Ability to work independently and collaboratively in a diverse international team.
- Flexible about working conditions, including the possibility of a mix between office-based and remote work.