



To reinforce our team in Unterhaching near Munich, we are seeking a

## CUSTOMER SERVICE SPECIALIST

[all genders]



Vincotech

Headquartered in Unterhaching near Munich, Germany, we also own and operate a plant in Bicske, Hungary, and maintain sales offices around the world. Our global team of more than 700 people welcomes you to Vincotech, a Mitsubishi Electric Corporation company.

We ambitiously tackle the surging demand for efficient power conversion. Our innovative power modules bring our customers' best ideas to life and facilitate market-leading, energy-efficient applications. With speed and flexibility, we improve people's lives around the world and create a sustainable future. We attribute our international success to our **unstoppable team**.

Our amazing employees leverage each other's strengths and support one another unconditionally to succeed together. **Every individual is key to our exceptional performance**. Each is appreciated and empowered to make the most of their potential. We are motivated and rightly so, for our work is **impactful**.

Our promise to you is clear: **We bring our customers' best ideas to life**. Join us and **empower meaningful ideas**.

### To make the best out of your work, we need you to:

- / Become a trusted partner for customers and sales teams by managing customer demand, order entries, schedule changes, pull-ins, push-outs, and cancellations
- / Gather all required order information and process customer orders accurately and professionally
- / Monitor confirmed schedules in collaboration with production planning, logistics, and shipping in Hungary
- / Coordinate cross-functional solutions by managing escalations and working closely with planning, purchasing, sales, and management
- / Manage demand allocation and order fulfillment in the ERP system, ensuring full visibility and tracking
- / Maintain accurate customer master data to support efficient business processes
- / Validate sales prices with sales and product marketing and process customer credit and debit notes
- / Support after-sales activities, including quality complaints, RMAs, development charge invoicing, and operational reporting
- / Analyze order backlogs, deliveries, and performance data to identify trends and improve transparency
- / Drive continuous improvement by challenging processes, leveraging digital solutions, and applying modern technologies and AI tools to enhance efficiency and customer outcomes

LET'S EMPOWER MEANINGFUL IDEAS!

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## You are a good fit if you have:

- / A commercial qualification, ideally complemented by advanced business training such as Business Administration
- / Initial experience in customer service, order management, or supply chain in an international environment; electronics industry experience is an advantage
- / A structured, analytical mindset and a pragmatic approach to problem-solving
- / The ability to work independently while collaborating effectively across functions
- / A good understanding of business processes and cross-functional interfaces involving customers, sales, planning, and purchasing
- / Hands-on experience with ERP systems such as SAP S/4HANA and strong Excel skills
- / Fluency in English and German
- / Strong organizational skills, resilience, and a solution-oriented mindset
- / Curiosity about new technologies and confidence using digital and AI tools

## Join us and succeed in a winning team:

- / Work in an agile, flexible customer service team and serve as a key contact for our valued customers
- / Be part of a motivating company culture where flat hierarchies and quick decision-making are realities rather than aspirations
- / Enjoy long-term career prospects, an attractive salary, and excellent benefits

We welcome your application and look forward to discussing how Vincotech can become your next career choice.