

»Maybe tomorrow our products will know the answer before the question.«

Min

Customer Service Technology



Tomorrow is our home.

Find out how you can enjoy, grow and perform at BSH Home Appliances Group: As a leading manufacturer of home appliances and solutions, we encourage commitment and open-mindedness among our employees. With our global brands Bosch, Siemens, Gaggenau and Neff as well as our local brands, our focus truly is on innovation. And that doesn't just apply to our products and services, but also drives the way in which we cooperate, exchange ideas and organize our teams. Everyone is invited to make their individual contribution to our overall success. Join us now and give your career a home.

Direct Delivery Customer Care Specialist

BSH Elettrodomestici S.p.A. | Full time |
Milano

YOUR RESPONSIBILITIES

Through a direct relationship with dedicated Customers, they ensure that the end-to-end flow from order creation via delivery to invoicing is processed in the correct way.

- / Ensure high-quality customer satisfaction by verifying order accuracy, meeting deadlines, and resolving issues to maintain customer satisfaction.
- / For Direct Delivery manage of sales order flow in SAP, pricing uploads, promotional updates, and ensuring seamless processing for timely deliveries
- / Oversee Direct Deliveries, ensuring correct order creation, factory and logistics coordination.
- / Handle credit checks, blocked orders, price corrections, and commercial returns, aligning with Sales and Credit teams as needed.
- / Monitor backorders, stock availability, and delivery notes, coordinating with Sales to manage allocations and fulfillment timelines.

YOUR BENEFITS

- / Hybrid working
- / MBO Bonus scheme
- / Flexible benefit (welfare online platform)
- / Ticket restaurants
- / Occupational and non-occupational insurance for accidents and permanent disability

YOUR PROFILE

- / Customer Care experience of at least 4/5 years
- / Factory Direct Delivery process knowledge
- / Italian and English fluent

FURTHER INFORMATION

Please visit bsh-group.com/career. We would love to welcome you in our team!

Find a new home for your professional ambitions:

Apply online now

Home appliances under the brands:

