

# Viking EMEA

## Where passion meets protection



### CUSTOMER SERVICE REPRESENTATIVE

*Full-time, office based in Belgrade, Serbia*

Viking EMEA continues to grow and expand, and in order to keep providing the highest quality to our customers, we are looking to enhance our team in Belgrade, Serbia. We are searching for an experienced Customer Service Representative.

In this customer-focused role, you will be responsible for supporting customer inquiries and processing orders efficiently. You provide our clients with excellent administrative support and coordinate the full administration process from initial inquiry through delivery.

Your strong administrative and coordination skills and proven experience in customer service are keys to becoming a reliable point of contact for our customers' day to day needs.

You will report to the Customer Service Manager located in Germany.

#### **Key responsibilities:**

- Respond to customer inquiries regarding price, lead time, product information based on approved price lists and commercial instructions
- Prepare quotations based on pre-approved pricing guidelines provided by the commercial team
- Process and track incoming orders according to established procedures
- Coordinate with customers to clarify product requirements and specifications based on standard product documentation and internal guidelines
- Liaise with the credit department to ensure smooth order processing
- Provide customers with standard product and service information upon request
- Coordinate internally with replenishment team and approved suppliers for order fulfillment
- Arrange shipment logistics and coordinate with warehouse/carriers according to established procedures
- Monitor daily reports and escalate issues to Customer Service Manager
- Perform additional administrative tasks as assigned by Customer Service Manager

#### **Qualifications:**

- 3-5 years of experience in customer service or order administration (ideally B2B)
- Technical background or experience working with technical products
- Strong administrative skills and some technical knowledge, from similar industries preferred
- Experience with international trade processes (import/export) is an advantage
- Comfortable with phone communication for order clarification and customer support
- Excellent command of Serbian and English; additional languages are an advantage
- Proficient in MS Office suite and modern ERP systems; SAP experience is an advantage

### Important note:

- All pricing decisions, contract negotiations and sales strategy are handled by the commercial team in Germany
- This role focuses on order administration and customer support
- No authority to deviate from established pricing or terms

### Personal characteristics:

- Strong administrative and coordination skills with attention to detail
- Excellent verbal and written communication skills
- Team player who works well across departments
- Quick learner, dynamic, and organized multi-tasker
- Customer-focused with a service-oriented mindset

### Why Viking?

We provide you with an interesting and challenging position in an international environment for a worldwide leader in the sector, within a growing business unit. We offer you a permanent contract and support your development with an internal training to develop you into a Viking expert. Viking offers a competitive package and career path for self-driven, engaged and entrepreneurial characters.

### About us:

**Stable company:** for over **three decades**, our company has stood the test of time, weathering economic shifts, technological revolutions, and industry changes. We're not just stable; we're a ship that has sailed through storms and emerged stronger. Be part of a team that values tradition, experience, and unwavering commitment.

**Package:** we offer a **competitive compensation package** that recognizes your expertise and dedication. Plus, enjoy the added perk of **exciting work travel opportunities** that broaden your horizons and enrich your professional journey.

**Great place to work:** we're not just a big company; we're a close-knit community that spans continents. As you contribute to impactful projects, you'll experience the best of both worlds: the resources and reach of a multinational structure combined with the warmth and support of a tight-knit family. **Grow your career** with us, collaborate across borders, and enjoy the **advantages** of a truly **inclusive and nurturing environment**. Apply now and become part of our extraordinary journey!

As a member of the Minimax Viking Group, Viking stands tall on the global fire protection stage with 10,000 employees and an annual turnover of over €2.4 billion.

Viking EMEA is a key player in distributing our fire safety products and systems across Europe, the Middle East, and North Africa. Serving over 2,100 clients in 74 countries, we deliver everything from sprinklers to advanced detection systems, meeting both commercial and industrial demands.

At Viking EMEA, we foster an entrepreneurial spirit within our teams, recognizing that the best fire protection solutions are born from collective intelligence. We believe in the power of collective intelligence and encourage a culture of collaboration and creative thinking.

Be part of our passionate community where every role is essential, every idea valued, and every day is an opportunity to contribute to saving lives and property.