

BE THE HUNTER

and find the people who can help jump start your (international) career

Are you looking for an internship in which you will be working together with people who can help you find your future job in customer service, sales, logistics or production and planning? Then have your internship at Merck Group, the oldest pharmaceutical company in the world! We are located in Amsterdam Southeast and we are offering internships for the position of:

customer relations specialist

what will you be doing?

At Customer Relations Benelux we are responsible for processing orders and answering all questions related to those orders. To answer those questions, you are quite often dependent on colleagues working in The Netherlands, Germany, France, the UK, the US and even India. We also expect you to take a proactive role: we create reports for our customers, check if deliveries might be delayed and we look for alternative products before the customers contact us. A few of the tasks you will be performing are:

- Processing orders for complex products (standard orders are being processed by another team).
- Answering incoming phone calls (on average 3 morning or afternoon shifts per week) and incoming emails. These will be general questions, but also order or item specific questions. A scientific background is not necessary; if the customer has specific questions, you can transfer him/her to one of our scientists.
- Running reports for open orders.

with whom will you be working?

Customer Relations Benelux is a team of 16 people. Half of the team is younger than 30 years. We are a multicultural team, hardworking and always ready for some fun.

which company will you work for?

Merck Group. The oldest pharmaceutical company in the World. In 2018 we celebrated our 350th anniversary and we are still a family owned business. We are quite proud of this. Since our start in 1668 we have employed the most curious minds, always looking for ways to improve the quality of life. Our inventions are being used for research and creating vaccines (and yes, we are quite busy due to Corona), while some of our other inventions are used to display this text on your current screen (many of our liquid crystals are embedded in screens). We deliver complete installations for water purifying, but our products are also being used to make your chocolate bacteria free or to keep your car shining as brightly as it does now. Has your curiosity been sparked? Great! At Merck Group, everything is all about curiosity. Visit our website at www.merckgroup.com for more information.

what do we expect from you?

A lot of curiosity of course. Furthermore, we expect you to

- study at a university
- have good computer skills
- be fluent in English and Dutch or French (all 3 languages is even better)
- be a service minded team player
- be available for 40 hours a week starting August/September for 6 months or longer

what can you expect from us?

An internship you will happily participate in, of course. It involves:

- being in contact with people who live and work on the other side of the globe.
- a multicultural work environment: the office in Amsterdam Southeast is our biggest customer facing hub for Western Europe. In our office you will hear a mixture of Dutch, English, French, German, Italian, Spanish, Swedish and Finnish all the time.
- working experience in a company which is present in almost 80 countries.
- gaining valuable insights in the different roles within our company. While working at Customer Relations you are in frequent contact with the sales team, logistics for international distribution, production and planning, complaint handling, accounting and several specialized teams.
- the opportunity to create your own personal network with people from abroad.
- an internship compensation of € 700 gross per month.
- full reimbursement of your commute (based on 2nd class travel in public transport).

interested?

Send an e-mail, together with your Curriculum Vitae, to erika.marques@merckgroup.com. Please send in your application before 15 June 2020.