

PS Commercial Service Internship English

Amsterdam, The Netherlands

Your role

During this internship you will support our international Commercial Service Team with requests regarding Process Solution Products which are received by mail, phone or fax. You will be trained on SAP, SFDC, Lotus Notes and Microsoft Office in order to act as a first level support on commercial and regulatory questions for our internal and external clients. You support the Process Solution Team (PS Team) on the Northern market as an interface between the sales organization in the field, supply chain, regulatory affairs, marketing and all other interfering interfaces.

In the PS Team you deal with quotations in close collaboration with the sales representative. Part of your responsibilities will be the administration of all types of commercial documents intended for our customers, such as brochures, sample requests, literature, product datasheets etc.

You will handle product orders, check inventory availability or status of shipment, verify customer pricing, prepare and process customer return goods for credit and/or replacement, handle and resolve customer complaints. Furthermore you will escalate requests and unresolved issues to the designated resource and file records of customer interactions and transactions.

Who you are

As an ideal candidate you have the following:

- You already have a first experience in a customer facing environment
- Fluent English with strong verbal and written communication skills
- You are punctual, eager to learn and act as a reliable team player
- Enjoy working in an international team
- Organized, multitasking, open-minded, flexible in a changing environment and able to adjust accordingly
- Promotes good relationship in the team and with the customer, ensures 2-ways communication
- Experience on Microsoft Office, Lotus Notes, SFDC or SAP is an advantage



The organization will evolve over the year 2016 and you are able to accompany the change. An eye for detail and a strong customer focus make you the best at your work. You're always looking for a way to optimize Merck's service and like to share these ideas in order to contribute to the team's success.

What we offer

Merck's portfolio extends from liquid crystals for displays and pigments for automotive coatings to cancer treatments, and your possibilities to develop in our growing company are just as manifold. As a stock-listed company we still make history – not least because we take responsibility for our employees, products, the environment and society. We offer a modern and international working environment to unleash your innovative potential in diverse teams.

The Merck Customer Service Center for Western Europe is based in Amsterdam Zuid Oost in a highly multilingual environment. On office days at regular office hours about 220 people serve Merck clients from Western European countries like Denmark, Sweden, Finland, Germany, Switzerland, Austria, UK, Ireland, Benelux, France, Spain, Portugal and Italy.

Do you want to work for an A-brand multinational? And for the oldest operating pharmaceutical and chemicals company in the world? And do you care about building up relationships with B2B customers? Join Merck!

