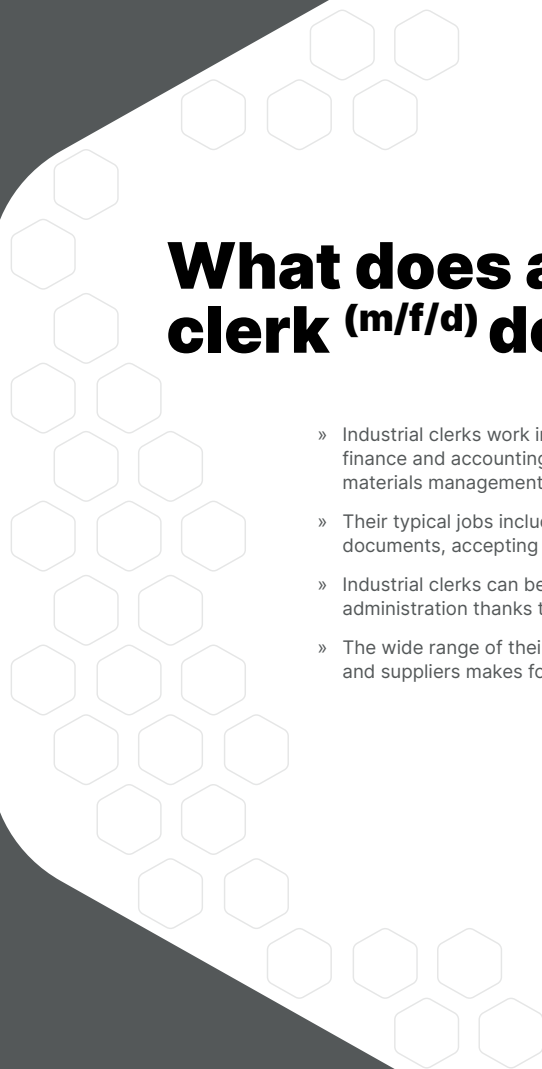




Industrial clerk **(m/f/d)**

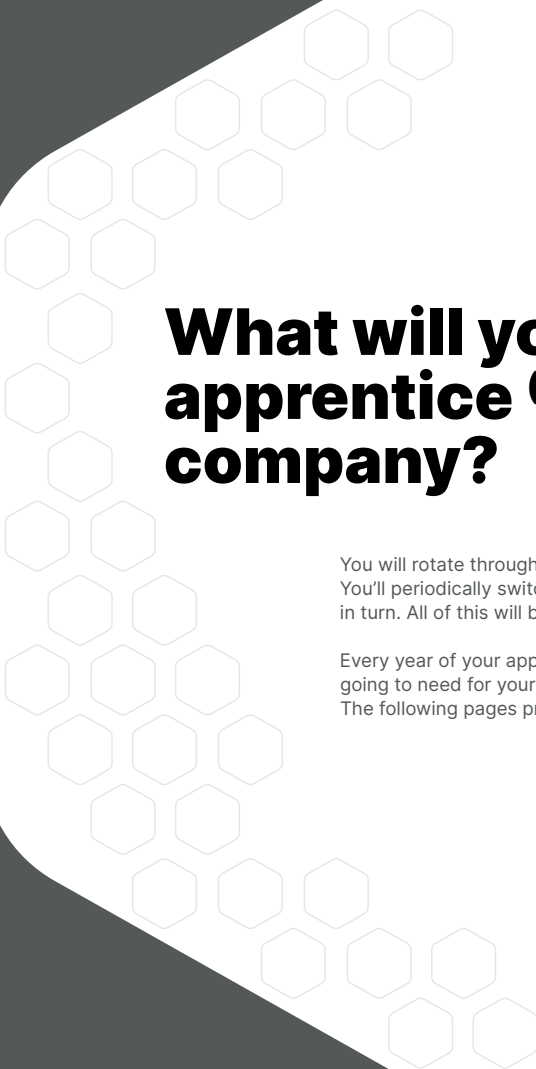
Information on the apprenticeship

A decorative pattern of light gray hexagons is arranged in a triangular shape on the left side of the slide, pointing towards the top right. The hexagons are of varying sizes and are scattered across the left half of the white background.

What does an industrial clerk (m/f/d) do?

- » Industrial clerks work in many commercial areas of a company, including finance and accounting, human resources, marketing, sales, and materials management.
- » Their typical jobs include processing of orders, checking delivery documents, accepting goods, and posting invoices and payment details.
- » Industrial clerks can be found in many areas of work in commercial administration thanks to their broad spectrum of operational knowledge.
- » The wide range of their tasks and their work with customers, colleagues, and suppliers makes for responsible tasks that can be very varied.

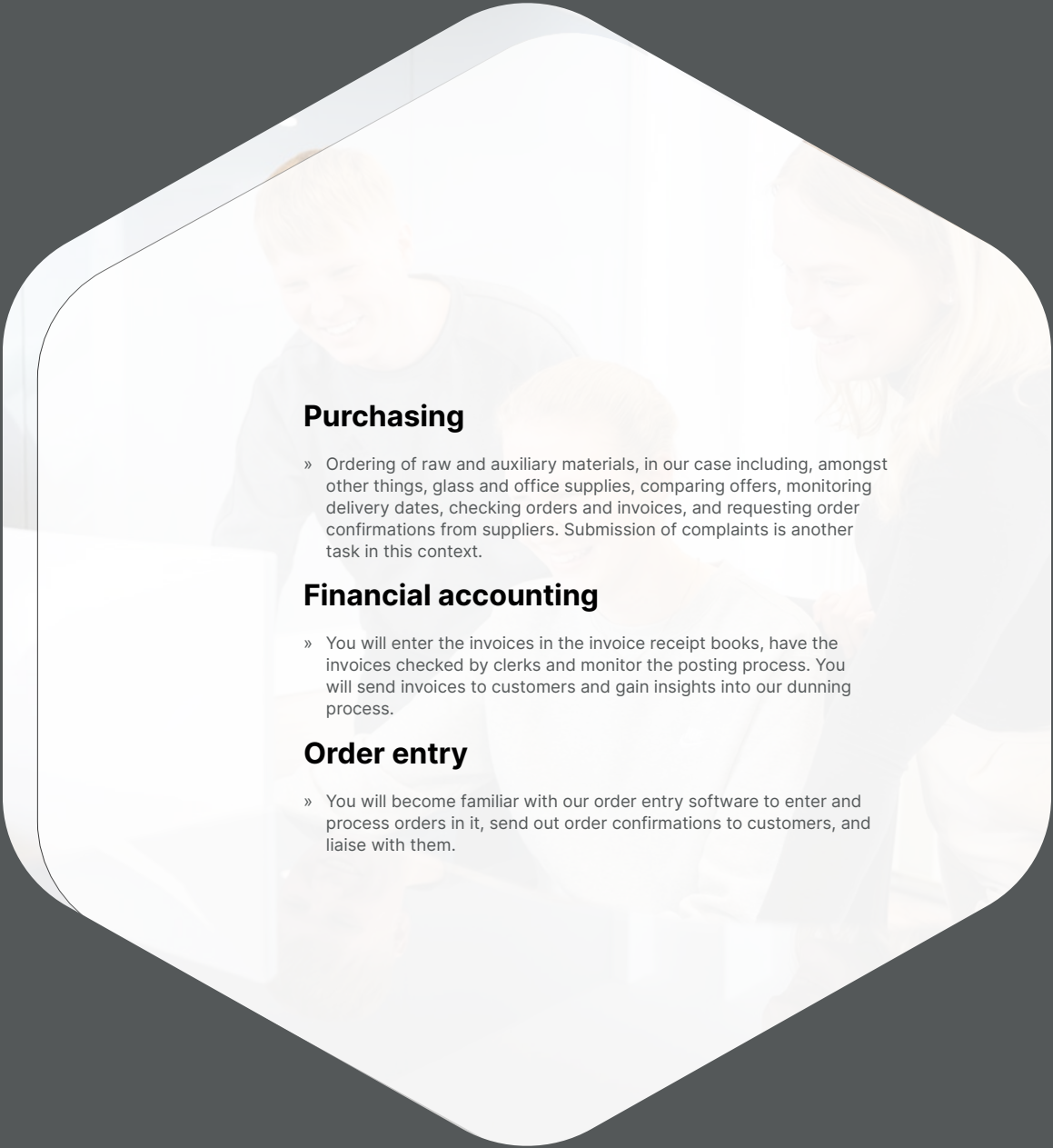


A decorative pattern of light gray hexagons arranged in a triangular shape, pointing downwards, located on the left side of the white content area.

What will you do as an apprentice ^(m/f/d) at our company?

You will rotate through a number of departments in your training. You'll periodically switch departments, gaining insights into all of them in turn. All of this will be organised in our company's rotation plan.

Every year of your apprenticeship will teach you all things that you are going to need for your daily work at your various training placements. The following pages provide an overview of those tasks.



Purchasing

- » Ordering of raw and auxiliary materials, in our case including, amongst other things, glass and office supplies, comparing offers, monitoring delivery dates, checking orders and invoices, and requesting order confirmations from suppliers. Submission of complaints is another task in this context.

Financial accounting

- » You will enter the invoices in the invoice receipt books, have the invoices checked by clerks and monitor the posting process. You will send invoices to customers and gain insights into our dunning process.

Order entry

- » You will become familiar with our order entry software to enter and process orders in it, send out order confirmations to customers, and liaise with them.



Personnel department

- » This segment will give you insights into applicant management. It will also let you control and monitor time recording and support the organisation of training fairs. You will also be the contact for our employees on personnel matters.

Sale

- » You will prepare quotations and learn how to advise our customers. You will also gain some insights into calculation of sales prices.

Scheduling

- » You will create delivery notes and route lists and learn about the order pool and delivery date allocation for orders.



Optimisation

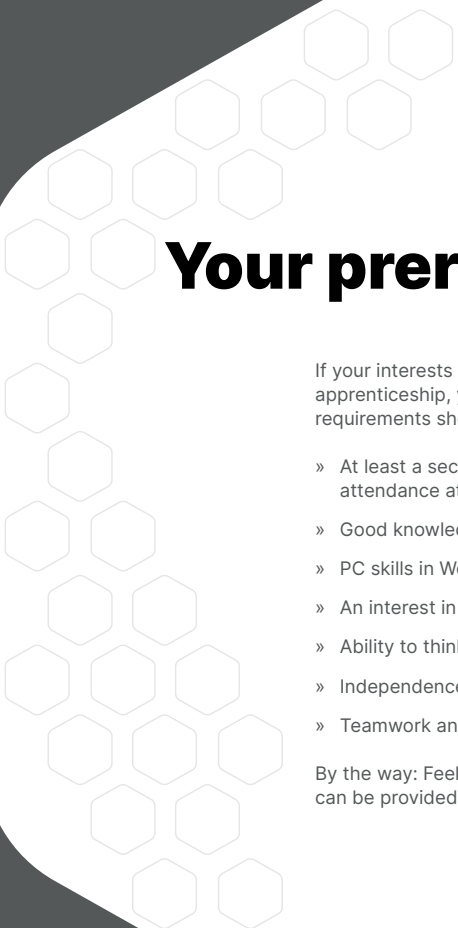
- » You will gain insights into production planning, coordinate material and information flows, and monitor stock levels.

Yachtglass®

- » You will learn about areas of activity and commercial processes at Yachtglass® and gain an insight into project-related tasks, often involving international customer contacts.

Hero-Fire®

- » You will learn about areas of activity and commercial processes at Hero-Fire® and also work in international customer contact.



Your prerequisites

If your interests and favourite subjects align with the tasks of this apprenticeship, you already have the best prerequisites. The following requirements should be met:

- » At least a secondary school leaving certificate (*Hauptschulabschluss*) or attendance at a vocational school for business/administration
- » Good knowledge of maths, German, and English
- » PC skills in Word, Excel, and PowerPoint
- » An interest in commercial and organisational matters
- » Ability to think in logical contexts and systems
- » Independence, willingness to work hard, and a sense of accountability
- » Teamwork and communication skills

By the way: Feel free to ask questions you may still have. Many answers can be provided in a personal conversation.

A few more details

- » This nationally regulated training programme is offered in industry and the skilled trades.
- » This is a dual training programme that takes place both in the training company and in the vocational school.
- » The training programme lasts 3 years but can be shortened in particular cases.
- » If you are not certain that this is the right apprenticeship for you, you can try an internship with us to learn more.

If you have any questions beforehand:

Feel free to call us on +49 (0)4963 915 1090 at any time, send a WhatsApp message to +49 (0)152 227 915 90, or email your contact Mrs Veronika Ross directly (bewerbung@hero-group.com).



**Good reasons
to choose an
apprenticeship at
the Hero-Group**

Your benefits:

- » Trainee pay above the collective bargaining rates
- » €40 net extra per month in the form of tax-free campaigns
- » Either a Netflix or Spotify account – choose which you prefer
- » Free schoolbooks – we will cover the costs for these
- » Travel subsidies for the trips to school

What we offer:

- » Introductory days with all newly started trainees
- » Periodic feedback sessions
- » Apprenticeship in a training company with over 50 years of experience and commitment
- » Trainee projects
- » In-house training
- » An opportunity for stays abroad
- » Custom further and additional training opportunities in the form of technician/master craftsman, business or commercial specialist qualifications, etc.

In addition to our trainees, all employees enjoy

- » our company health management program with, amongst other things, regular health campaigns
- » further training
- » E-bike leasing
- » corporate events
- » capital-formation benefits
- » company pension scheme
- » free electric vehicle parking spaces
- » employee discounts
- » flexible working hours
- » options for working from home

About us



Our company was founded by Hermann Ross in the 1970s. A simple glass processing company with two employees quickly developed into a company with innovative technology and personal commitment.

Today, our group of companies has a headcount of over 300 people. Personal commitment and our passion for glass haven't changed at all over the years. We are, and remain, a family-owned, medium-sized company. Good work and long-term partnerships are important to us. This applies to our customers but is also a matter of course towards our employees. Our employees are decisive for the quality of our work. This is why we place great emphasis on the quality of their training.

Summary of our features



» has always formed the basis of our glass processing business. Upon arrival, our raw material unprocessed float glass will pass through various departments to be processed precisely in a variety of ways. Our modern production facility in Dersum comprises all processing steps required for modern glass processing: cutting, insulation glass, grinding, tempered safety glass (ESG), laminated safety glass (VSG), screen and digital printing, curved glass, and frosting. Depending on order, the glass must pass through one or several departments before it reaches its final state as a high-quality product and can be shipped. The finished product is then sent to our customers throughout Germany and worldwide. Our production site in Dersum that supplies all of Hero Group offers a significant advantage thanks to short distances and efficient internal supply chains. This saves time and costs and enables us to combine the expertise of all company divisions, enabling us to implement customer projects to their complete satisfaction.

There's a lot that can be done with the material of glass. This has allowed us to grow by two additional companies over the years.



Yachtglass

- » has offered glass systems for the international shipbuilding and yacht construction industries for more than two decades. Our services comprise not only glass production, but also surveying, installation, collaboration with classification societies, and annual onboard service and maintenance. All of this always takes place with the utmost commitment to outstanding quality, complete professionalism, and discretion.



Hero-Fire

- » specialises in development of fire-resistant glass. We develop glass structures with transparent layers that foam up when exposed to heat in the event of a fire for this purpose in order to achieve exceptionally high insulation effects. This offers effective protection against smoke and heat radiation for up to 120 minutes.

Cheat sheet ;)

We have compiled a checklist of all the important things to consider to make sure that your application is well received:

- » Submit your application approximately one year before the start of your apprenticeship (you can find the precise deadlines for our apprenticeships on our website)
- » Make sure that your application documents (cover letter, CV, certificates) reach us in a complete, tidy, and clean package
- » Your cover letter should be informative and include a brief personal introduction, your motivation for the training, and a description of your skills
- » Your CV should include your special knowledge and skills (e.g., any extracurricular activities, language courses, etc.)
- » Pay attention to correct spelling and grammar
- » For online applications, email your documents in PDF format to bewerbung@hero-group.com
(There is no need to also send the originals by post)

We look forward to meeting you!



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26906 Dersum

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Web: www.hero-group.com