

Commercial Support Coordinator

Company Description:

Are you ready to join an international company that is focused on creating sustainable products for foodservice and airline industries?

Probably at some point in your life you traveled on the plane & ordered some food or went to your nearby takeout place to buy a salad for lunch. In this case, you might have seen deSter products and didn't even know it. A lot of people don't realize that both worlds of airline cabin equipment and food packaging can be exciting, but it is more than that. deSter is unique in its industry because we source, design, manufacture and transport products which are aesthetically pleasing, functional and environmentally friendly. Our purpose is to create sustainable food and travel experiences and we need you on this journey.

If you want to be a part of a company that strives to create a better and more sustainable future, you are in the right place.

Job Summary:

Commercial Support Coordinator will support the commercial teams in developing new/existing business by providing the best commercial deals, matching customer's requirements against the companies' capabilities and strengths. He/she will be a mediator and coordinate the relationships and interactions between our customers (through the commercial teams) and the different (internal) stakeholders, during the entire business development and contract management process (including tender pricing requests, pro-active developments, price reviews etc.).

Main Responsibilities:

- Project Management: owner of the complete internal pricing process by:
 - Being the internal customer voice, translating the project requirements into the proper process flows for specifications and pricing
 - Follow-up on the project with the relevant stakeholders to ensure information is shared in line with the project timeline, continuously analyzing and challenging the provided information
 - Alignment with the commercial team on pricing strategies, commercial tactics etc. to finalize the pricing proposal and collect internal approvals based on the group guidelines
 - Sharing and follow-up on the quotations with the commercial teams
 - Coordination of the commercial sampling requests

- **Contract management:** responsible for monitoring contract follow-up, cost & sales price review, price review calculations or contractual incentives (e.g. bonus agreements, development funds, etc.)
- **Introduction process:** initiator of the introduction process for new launches, collecting and sharing the necessary specification and requirements with the different teams and departments (e.g. item specifications, mold requirements, ...)
- **Team development:** support of the Manager Commercial Support by identifying ways to develop the team and skills, with the aim to optimize the internal process and maximize efforts, shaping the best commercial deals with the proper speed to market

Requirements:

- Bachelor's or Master's degree in Finance, Marketing or Communications
- 3 years of experience, preferably in a commercial back-office function
- Solid financial insight and proven track record in customer support or account management activities is a must
- Project management experience is considered a plus
- Excellent communicator, commercially and business minded, self-motivated and striving for continuous improvement
- Knowledge of Microsoft Office applications and SAP or Microsoft Dynamics
- Proficient in English both oral and written; Dutch or German are an advantage

What we offer:

Joining deSter means you will become a part of an innovative company with sustainability at heart and colleagues & customers globally. We have low hierarchies and a hands-on mentality, with teamwork being of high value. Besides that, we also offer hybrid way of working (office/remote) and a team of colleagues that have a passion & enthusiasm for what they do.