

(Senior) Customer Service Representative

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:

As **(Senior) Customer Service Representative**, you are the main point of contact for your customers when it comes to orders, production process follow up, deliveries and introduction of new products. Together with the team of colleagues in our Belgian office and worldwide you ensure the highest level of satisfaction and are able to provide a solution to any problem, either commercial or logistical.

Main Duties & Responsibilities:

- Excellent customer service at all times
- Processing and follow-up of sales orders, from order input through delivery
- Forecast and demand management & stock level maintenance
- Complaint management and resolution in agreement with sales
- Product knowledge including latest developments
- General support to the sales team

Requirements:

- Bachelor's degree in a related field or equivalent experience
- Experience with ERP systems and Microsoft Office Suite
- Knowledge of logistics, INCO terms and customs procedures is preferred
- Positive mindset, desire to learn and improve yourself as well as existing processes, attention to detail and problem solving

- Proficient in English both oral and written; Dutch, German or Spanish 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.