



## Who are we?

**Vandapower** is a fast-growing company. It is **market leader** in the niche market of distributing components for electric vehicles, industrial batteries and several other markets. Our customers are both independent SMEs and multinational corporations. Through our operations in Oosterzele, Belgium, in the UK (Havant) and in US (Texas) we serve customers worldwide.

We strive to settle our leadership position in new markets and regions. This is made possible by combining our clear values, talented individuals, an agile organization and a strong focus on customer intimacy, market knowledge and service quality.

## What will your job look like?

We are continuously growing and we need you to support our expansion! We would like you to join our front-office team as a Customer Service Officer. As a Customer Service Officer you serve a **fixed portfolio of customers** and you are responsible for providing these customers outstanding end-to-end service. You will report to the Customer Service Manager.

**Your responsibilities** as a Customer Service Officer:






- ✓ Take **end-to-end responsibility** for service delivered to a portfolio of customers
- ✓ Prevent or **solve any incidents** that interrupt service to a customer and provide feedback to management where necessary in order to improve processes or tools.
- ✓ Work with purchasing officers and production/logistics planning to **provide high-quality service** for every single order. Involve management where customer satisfaction is at risk.
- ✓ **Flawlessly** handle customer orders and requests for information, also keeping the overview of any actions by other teams. Use appropriate tools for this.
- ✓ Continuously monitor **customer satisfaction** and service level and take necessary actions to improve
- ✓ Taking on other challenging tasks within the team

The quality of your work has a major impact on the satisfaction of our customers.

## What is in it for you?

- ☺ International company, multicultural environment (free language training from our Italian, Spanish, German, Mandarin, French, Farsi, etc speaking colleagues)
- ☺ Net expenses
- ☺ Working from home and flexible working hours for a healthy work-life balance
- ☺ Amazing colleagues
- ☺ Teambuilding every 6 months (BBQ, paintball, bowling, escape room, ..)
- ☺ Growth opportunities & personal development
- ☺ Close follow-up and mutual feedback
- ☺ Meal vouchers
- ☺ Lunchbreak walks outside or playing a game on the kicker table
- ☺ Free coffee (incredible coffee bean machine), tea, soda, water, ...
- ☺ 13th month
- ☺ Did we already mention the amazing colleagues?
- ☺ And most importantly: French fries Fridays!

## Are you the right person?

-  You are fluent in **French, English and Dutch**. You preferably have a first experience in a customer service or an administrative role. You have **excellent administrative skills**.
-  As Customer service officer you are **accurate, precise** and have excellent communication skills. Like being a busy bee? Great, because you are a real **multitasker**.
-  You will build a **close working relationship** with all involved team members (in Belgium and worldwide) and our customers.
-  Our values of **Straight Talk, Respect, Reliability, Drive to Excellence** are also your core values.
-  Not able to match all the boxes but feeling confident about being the **right person in the right place**? Great! Feel free to reach out. In a first talk we'll check if there is a **"click"**, as this is very important to us.

Contact details for sending your cv and motivation or applying online:

Steffie De Wilde – HR Officer



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Let's connect

