



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 Customer Service team. You'll be working alongside Margherita, Celina & Evelien and will report to Laura, our Team Leader Customer Service.

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.

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 to improve processes or tools.
- Work with Supply Chain 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
- 😊 Net expenses
- 😊 Working from home (with a max of 2 days a week)
- 😊 Growth opportunities & personal development
- 😊 Close follow-up and mutual feedback
- 😊 Meal vouchers
- 😊 Hospitalisation AG insurance
- 😊 ADV days
- 😊 Lunchbreak walks outside or playing a game on the kicker table or darts
- 😊 Free coffee (incredible coffee bean machine), tea, soda, water, ...
- 😊 13th month
- 😊 Flexible working hours

Are you the right person?



You are fluent in **English**. You have a **good knowledge of French**. 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).



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 Manager



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www.vandapower.com

Who is Vandapower?

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 Erpe-Mere, Belgium, in the UK (Havant) and in the 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.