

Silicones
Lube oil additives
Chemicals



We are looking for an enthusiastic:
Customer Service Officer
(Business unit Silicones)

Location: Ittervoort, the Netherlands

Do you want to work in a dynamic and flexible organization where customer service is priority and independent thought is encouraged? Continue reading!

This is BRB International BV:

BRB International BV is a worldwide producer of chemicals, silicones and additives. By providing great flexibility and rapid delivery times, we differentiate ourselves from larger competitors. We also focus on R&D, global supply and our unique customizable products. From our facilities in Ittervoort, products are sold worldwide. Besides that, the organization has facilities in Singapore, Hong Kong, China, Malaysia, South Africa, Brazil, Turkey, Dubai, Germany, Poland, Canada and the USA. Our customers are in a diverse range of industries, including automotive, oil / petrochemical, personal care and construction. Worldwide, approximately 300 employees work for BRB.

Your added value as a Customer Service Officer:

You are the key figure between the customer, the Account Manager and the internal organization. You support the Account Managers in the commercial field with e.g. pricing, forecasts, samples, product availability and complaints. You work closely together with the Planning department so you can keep the customer up to date regarding lead time (issues). You recognize order patterns of our customers and are able to act proactively.

Your background as Customer Service Officer:

You enjoy the challenge of working in a dynamic environment where flexibility is a must. You are clear and concise in your communication. You are independent but also a team player. You keep calm in stressful situations and are able to prioritize tasks. Always consider the needs of the customer and take necessary actions to achieve a high level of customer satisfaction.

Furthermore, you have:

- A HBO-degree in a relevant field;
- Analytical skills;
- At least 2 years of experience in a similar role;
- Fluent in Dutch and English (speaking and writing), other languages are a plus;
- Experience with ERP-systems;
- Working experience in a production environment.

Your talent, work ethic and energy are rewarded with:

A responsible role within a growing international and sales-oriented product organization. The culture of the organization is informal, ambitious, dynamic and with a strong focus on customer service. Besides that, we offer great working conditions and employee benefits.

More information and applying:

To apply, please send your CV and application to jobs@brbbv.com. For more information about the procedure, you can contact Esmee Dirckx, HR Advisor. If you have any questions about the company or role for which you are applying, you can contact Steffie Vos, Team Leader CS. Both are reachable through 0475 - 560 300.

Acquisition further to this advertisement is not appreciated.

