

## Account and Product Support Officer

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Company: Ardo

Location: Ardoois

Category: other-general

## Account and Product Support Officer

Ardo supplies its continuously growing markets around the world with high quality frozen vegetables, herbs, and fruit with 4000 employees and 17 production sites in 8 countries. The family business sells in more than 100 countries and has a turnover of more than 1.4 billion euros. Ardo's mission is to preserve the gift of nature as pure as possible. Ardo achieves this goal thanks to an integrated network of growing areas, production units, freezing units, packaging equipment, appropriate logistics and thorough quality control. The group's know-how and flexible structure ensure that it can respond quickly to new trends and that innovative products can be brought onto the market quickly. More info on .

### Your Scope

As an Account and Product Support Officer, you are part of our Ardo Group Sales Support Team, which monitors a worldwide customer portfolio within the food industry, retail and foodservice markets. Our group sales support team is a separate branch within the Customer Excellence Team. As an Account and Product Support Officer you are the central point of contact for the sales manager, customer service and the customer with regards to product support, contract & forecast follow-up, SLA follow-up, etc. You are the customer's contact for commercial related questions in the sales manager's absence. You build strong business relationships and proactively monitor and improve customer satisfaction. You dare to jump and take opportunities by analyzing the market & customer data. You communicate your customer insights to the sales manager, and you assist to translate them into business & account plans. In this role you interact frequently with customer service, sales & supply

chain to guarantee a correct follow-up & gain internal support for your customers. You will become part of a team that is in full growth. The Group Sales Support Team has recently been created to function as a center of expertise – to service local customers and the big customers with an international character. Because of this evolution, and with the right attitude and drive, you can count on career opportunities within Ardo. In this role you will report to the Customer Excellence Team leader. The scope of the role:

Proactively collaborate and support account managers by managing and analyzing customer files, market data and product portfolio's and prepare customer meetings

In collaboration with the account managers you monitor and follow up tenders and quotations and you manage customers' questionnaires and sustainability reports

Take the lead in communication with the customer concerning article forms, action proposals, arranging sample shipments for new packaging, etc. Collaborate with internal and external stakeholders to assist in the successful completion of the sales processes and to ensure accurate execution

You provide periodic reports on turnover, assortment, profitability, customized reports, both for internal use as for the customer

Pricing management: You prepare quotations for the account managers Promo management (forecasting and analyzing) Accurate SLA follow-up of your customers Item screenings coordination & follow-up (EU & Export) of packaging, article creations, first productions, NPD sample. You coordinate the introduction of new products (collaboration with marketing, data management, supply chain)

You coordinate small customer projects and are the internal communicator for customer related questions (such as QA, internal data, material statuses).

### **Your profile**

You have a master's degree

5-year experience in a large, fast-moving company in a customer service, inside sales or sales support role

Being part of a group structure on international level, requires excellent language skills (Dutch, English, and/or German/French) with a commercial flair

Customer contact & delivering service are at the top of your dictionary. A commercial, client focused mindset is a must-have

You love networking and are able to think on an international (group) level

You work easily with new IT systems (preferably SAP) and have an excellent level of excel knowledge. Experience with a CRM system is a plus

You are proactive and take initiative to build a relationship with your customer and maximize the chances of success for each opportunity

You are eager to learn, to develop and to be developed. You adapt easily in an evolving business context

You are flexible and a multitasker which make you able to manage complexity

You think in a solution and process-oriented way, and you embrace change, having a continuous improvement mindset

You have a positive attitude about the company's future and a passion for winning, with the right motivation to obtain results

Business improvement: You take initiative and suggests tools to optimize our processes that can also be implemented on a group level You are a constructive team player who helps us to grow in a structured way

Teamwork: You are flexible and share a team responsibility with your colleagues You coach your customer service and sales support colleagues in the required processes.

### **We offer**

We offer you the opportunity to be part of an authentic and sustainable international company, with real growth opportunities and the freedom to actively participate in shaping the business and the opportunity to develop professionally. You will receive a full remuneration package in line with the level of this position. We care for our people and create family-friendly surroundings by offering you the flexibility to work 2 days/week from home.

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