

Coordinator Customer Administration

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Company: Ocean Network Express

Location: Antwerp

Category: other-general

Job Purpose & Primary Job Responsibilities

As Coordinator Customer Administration you are responsible for the overall execution of service tasks, ensuring high quality customer service by delivering on agreed targets and objectives. In cooperation with the Customer Care team and supported by ONE's growing range of customer selfservice tools you contribute to the overall Customer Service experience of both Key Accounts and ONE Care clients. You reach out to customers on various types of administrative tasks as required and step in if and when a customer cannot solve the task at hand with ONE's tech enablers.

Main responsibilities

Day to Day Operations

You are responsible for the execution of all occurring and/or assigned administrative tasks, approaching the customer as and when needed to sort out a service task. In order to successfully do so you need to actively keep abreast on sector and internal knowledge development as well as any changes to SOPs and relevant rules and regulations (documentation, invoicing etc.)

Process & Quality management

In order to maintain and enhance ONE's service to customers overall, you ensure defined quality standards and KPIs are met. You always keep upto-date on the relevant self-service and e-commerce tools, promote these and pro-actively share any feedback that can help to further improve these tools. Ensure that all processes and transactions are fully

compliant with company and governmental rules and regulations.

Communication & Collaboration

Ensure good collaboration and communication within departments and across. Work closely with ONECare Service agents and Customer Care Coordinators and communicate effectively with customers.

Digital adoption

Support ONE's digital transformation by utilising and promoting our ecommerce platform and our self-service tools as applicable. Seek ways to apply ONE's tech enablers to your area of specialisation increasingly.

Required Skills and competencies

Quick learning ability

Able to work independently

Knowledge of Google Sheets/Excel is a must

Analytically strong

Strong communication skills, customer and service oriented

Fluent in Dutch and English (verbal and writing) is a must

Experience in shipping is a plus but not a must

Enthusiastic teamplayer

What we offer

Market based salary

26 Holiday days per year

Holiday allowance

13th month

1 year contract

Lunch vouchers

Eco Vouchers

Pension Plan

Hospitalisation Insurance

Occupational Disability Insurance

Commuting Allowance

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