

Customer Care Employee

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Company: Victaulic

Location: Nazareth

Category: office-and-administrative-support

Description

We're Victaulic!

With more than 5,500 employees and 55 international facilities, Victaulic helps customers since 1919 in over 120 countries succeed in the global construction industry. From the tallest buildings to the deepest mines, customers trust our products to increase overall system durability in the most demanding construction projects and operating conditions. Learn more about how our innovative piping products and design services can engineer confidence into your build by visiting our website.

The Role

As a Customer Care Agent, you will be responsible to ensure customer satisfaction and company profitability in the Benelux Region by consistently adhering to Customer Care and organizational policies.

What you will do

Provide professional responses to product and order inquiries for primary accounts and other contacts as needed

Enhance customer relationship management internally and externally

Handle all aspects of order processing and service activities to ensure accurate and timely customer support

Assist customers in selecting suitable products, identify sales opportunities, and direct leads to the appropriate Sales representative.

Perform quotation and order entry, address inquiries through telephone or email, product application, and billing issues for primary accounts and others as needed.

Analyze and resolve customer requests using established procedures

Report unresolved issues, potential sales leads, and system deficiencies to the Supervisor, Sales Representative, or Sales Management.

Maintain up-to-date documentation and files following established procedures and policies

About You

You have minimum a Bachelor's degree and a first experience in a similar role is preferred

You have a positive attitude, stress resilient and patient even in challenging situations

Customer-oriented, reliable & self-motivated; demonstrating a strong sense of ownership.

Excellent communication skills in English, French & Dutch

What working at Victaulic offers

Attractive remuneration package – including a health insurance, pension plan, meal vouchers and eco vouchers.

Personal growth - Cultivate personal growth through a well-defined career path offering annual progression opportunities. Receive extensive training and guidance.

We focus on well-being by creating a positive team atmosphere where working, learning and caring go hand in hand. We do this by facilitating the organizations of various teambuilding and afterwork activities.

Inspiring global work environment - working with teams across the globe and collaborate with people of diverse backgrounds — both professionally and cultural.

At Victaulic, our success thrives on the ingenuity, passion, and dedication of our people – building a future of innovation together! Apply now!

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