

Customer Service Manager

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Company: Desmet Ballestra

Location: Belgium

Category: office-and-administrative-support

Customer Service Manager

Job summary

Based in our headquarters in Zaventem, you will be responsible for our **Customer Services EMEA division** (spare parts, support services and technical audits) for the seed preparation, solvent extraction, oil refining and fat modification product lines.

Key accountabilities

Build a **sales plan** in line with our corporate commercial and financial objectives (Orders received above 13 mio Euro).

Manage and support a **team of 8-10 Customer Service Area Managers** . Ensure that team members are adequately managing their respective markets and customers.

Establish, maintain, and develop **relationships** with all **internal and external stakeholders** (clients, suppliers, sales, purchasing, engineers, project managers etc.).

Encourage and nurture commercial **best practices** across the region; ensure alignment and consistency of practices.

Proactively **liaise with other departments** (Procurement, Logistics, Finance, Engineering and Project Management) to offer a world-class customer experience to our clients.

Coordinate Customer Services activities with Procurement and Logistics department to correctly and efficiently deliver spare parts to our customers.

Coordinate Customer Services activities with the Finance and Accounting department to accurately report on orders received, revenue, accounts receivable.

Solicit and analyze **customer feedback** on Desmet key Principles (Reliability, Proximity, Sustainability, Innovation and Value Mindedness) within served markets.

Develop the after sales business site audits, Service Level Agreements, Main Quotations, KPI on delivery, Quality Management System, CS Presentations).

Promote a **culture of performance and personal development**.

Required profile

Required Education / Experience

Master or Bachelor degree preferably in engineering (Chemical, Mechanical, Industrial or Commercial) or at least five years' experience in a commercial position in a technical environment.

Knowledge, Skills & Abilities

Excellent interpersonal and intercultural skills.

A real team player, demonstrating excellent people management skills.

Self-driven, pro-active, and hands-on attitude.

Outspoken commercial drive.

Analytical and structured approach.

Ability to learn quickly and bring creative solutions to problems.

Fluent knowledge of English is a must (Dutch, French, Spanish or any other language is an asset).

Willingness to travel (10%)

Our offer

You will join a global market leader in an international environment with highly talented colleagues. We'll offer you a fulltime position with an attractive compensation package with good benefits and the opportunity to grow and develop in your skills, competencies, and career.

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