

Customer Service Manager/ Team Leader - Wallonia

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Company: Michael Page

Location: Courcelles

Category: office-and-administrative-support

Management of a team of 3 customer service officers

Entering and processing incoming orders through to tracking deliveries and invoicing

Correct and proactive follow-up of customer files for restocking or order management

Ensuring that all export formalities run smoothly, as well as liaising with the customs department

Receiving visitors and the telephone exchange

Centralising information on complaints and consulting colleagues to find solutions

Working closely with the various departments in the organisation to ensure delivery of orders to customers

You have experience in team management

You already have experience of processing orders, invoicing and managing deliveries.

You have a thorough knowledge of Dutch, French and English.

You are familiar with Microsoft Office (Outlook, Word, Excel, etc.).

You are able to work independently, you are pragmatic and resourceful.

You enjoy working in a small team.

You are motivated, reliable and stress-resistant

You are a pragmatic manager who is close to your teams.

A key role as Customer Service Manager in a fast-growing, market-leading company

A pleasant working environment with a dynamic and entrepreneurial spirit

An appreciable level of remuneration, in line with the market

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