

## Customer Service Representative Lithuanian and Russian

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Company: Xtra Interim Kontich

Location: Antwerp

Category: other-general

Antwerp or Rotterdam - petrochemicals - customer service - Lithuanian - English – Russian - order processing - first point of contact

For one of our major customers, a dynamic international company active in the petrochemical industry in Antwerp and Rotterdam, we are looking for a Customer Service Representative! Are you looking for a new opportunity with a lot of variation within a very diverse team (14 professionals)?

Are you looking for a customer service challenge with responsibility?

You love constant communicating with internal and external parties?

You always keep a positive and solutions oriented mindset?

You are a strong team player and able to self-educate?

You thrive in a multicultural environment with a high degree of dynamism?

5 times check?

Then you are the colleague we are looking for! Read on and check whether the job content and our expectations match yours. Are you interested, but do you still have questions? Then don't hesitate to contact us, we will be happy to answer your questions.

## **Jouw taken**

A telephone and a computer: you can do magic with it! As a naturally born communicator and organiser, you ensure the service to internal and external customers of the Global Cards Business (GCB) by answering inquiries, problem resolution, sales and credit support.

Whether complaints, requests or questions: you make sure they are all logged, answered and resolved in a timely and professional manner. Proficient in the local language and culture, you may also be called upon for translations and related issues.

During the process you research ways on how we can improve our services and act upon regular feedback to the customer. As it is essential to adhere to all processes and procedures, you educate and inform customers, prospects and internal clients accordingly.

Last but not least, in order to minimize credit risk, you proactively support sales and customers in case of outstanding payments, the follow-up of invoicing issues, local tax issues etc, in close collaboration with the administrative team.

## **Jouw profiel**

You have a certificate of secondary education and some professional experience within a customer service team is a plus

Obviously you are very proficient in both commercial communication and administrative procedures and follow-up

You are an excellent, multi-tasking organiser

It is crucial that you are inquisitive of mind and able to proactively look for solutions and improvements

You are an outspoken team player and able to perform under a certain amount of pressure

You possess the ability to work in and appreciate a multicultural environment

You are at all times dedicated to servicing the customer in a professional, appropriate, and empathic manner

You are proficient in English, Lithuanian (spoken- & written) and Russian

### **Wat bieden we je aan?**

A multicultural and dynamic environment with ample development opportunities. Personal and work life balance is very important. Hard work is involved, but time for relaxation and complete disconnection is encouraged.

Fixed contract, with a stable and financially healthy international player

You work 40 hours per week which entitles you to 12 ADV and on top of that 14 petroleum days .

The first 6 months you work at the office, after that the new home office policy applies, whereby you can work at home 2/3 days a week.

Location office: Center of Antwerp or Rotterdam

Attractive salary (petrochemical!) and extra legal benefits (MC, hospitalization, pension insurance, commuting, ...)

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