



**Company:**

*NEFAB Benelux, with facilities in Gent (BE), Barneveld and Son, is part of the Swedish multinational Nefab AB. Nefab, founded in 1949, delivers complete packaging solutions, optimized to reduce total cost and environmental impact in the customers supply chain. With our global engineering and supply capabilities we serve industrial companies in every corner of the world. Nefab has about 2.400 employees worldwide of which 85 in Benelux. Sales of the Nefab Group in 2016 amounted to 3,3 billion SEK. For more information about Nefab, please visit [www.nefab.com](http://www.nefab.com)*

Because of growth of our company in The Netherlands, we are looking for a  
**Customer Service Employee**  
to join our Customer Service department, located in Voorthuizen (Barneveld).

**Responsibilities**

- Manage incoming calls and e-mails
- Identify and assess customers' needs
- Build sustainable relationships and trust with customers and suppliers through open and interactive communication
- Provide accurate, valid and complete information to customers
- Process customer requests and -orders and file documents
- Handle communication with suppliers and colleagues from different Nefab locations
- Place orders at suppliers based on information from our ERP system
- Coordinate in- and outbound transport

Given the nature and structure of our business, the Customer Service Employee must be able and willing to assume responsibilities and perform duties beyond those listed above.

**Skills Required/ Background:**

- Strong phone contact handling skills and active listening
- Good communication skills, both written and verbally, in Dutch and English
- Customer orientation and ability to communicate with various types of stakeholders
- Ability to multi-task, prioritize and manage time effectively
- Familiarity with CRM systems and practices
- Preferably minimum of 1-2 years of (relevant) business experience
- You have educational knowledge and -skills at Bachelor level
- You must be hands on and willing to walk the extra mile to get things done
- A real team player

**The Offer**

- Be part of a highly motivated and engaged team
- Act in a professional, open and challenging environment
- Work for a growing international company with many career opportunities (local, regional and globally)
- A competitive salary depending on experience and education

*We would like to receive your application letter and CV, written in Dutch or English, as soon as possible as we are continually evaluating applications.*

*Applications can be sent to [jobs@nefab.nl](mailto:jobs@nefab.nl) with reference "Customer Service Employee".*

*For further information about the position you are welcome to call the Nefab office at +31 342 490147 and ask for the Site Manager.*