

Customer Service Representative with Dutch

Key Responsibilities

- Receive and respond to all incoming AP and / or Procurement queries via phone call and email from external suppliers and affiliates (AP/Procurement) on a day-to-day basis within the given language scope
- For complex queries, investigate, capture and record them and if necessary forward to Customer Service Team Lead for support resolving them. Inform the customer of the answer to their initial query.
- Log calls, query details and the response given to the query
- Log complaints and escalate to Customer Service Team Lead
- Meet dashboard metrics related to Customer Service

Knowledge and Skills

- Strong customer focus orientation
- Strong language skills – English and Dutch, any other language is advantage
- Strong communication skills
- Team player with the abilities to work independently
- Problem solver
- Knowledge of Accounts Payable processes, policies & procedures as well as SAP & ARIBA applications is advantage

Compensation and Benefits

- Excellent compensation corresponding to the candidate's experience
- Wide range of benefits (25 vacation days, meal tickets, sport/culture tickets, health insurance, bonus schemes etc.)
- Welcoming international work environment
- Training programmes, possibility to grow