

Europal – Back-Office Employee Customer Care

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We are looking for an accurate and customer-focused **Back-Office Employee Customer Care** to strengthen our Customer Care team. In this role, you will provide essential administrative and operational support to ensure smooth order processing and an excellent customer experience. You will work closely with the **Customer Care Officer** and internal teams such as logistics, sales, and production.

Your responsibilities:

Efficient administration & order processing:

- You manage and update customer and order data in our CRM and ERP systems.
- You process and check customer files, including contracts, orders, and invoices.
- You assist in following up on invoices and payments.

Customer support & internal coordination:

- You assist in handling customer inquiries and complaints.
- You prepare standard customer communication and coordinate with internal departments to ensure smooth deliveries.
- You follow up on delivery times and keep customers informed about their order status.

Reporting & process optimization:

- You create reports and overviews to support the Customer Care Officer.
- You identify process improvements and help implement optimizations.

Why are you our new Power Player?

With your **administrative skills and eye for detail**, you will immediately convince us.

- You have a Bachelor's degree or equivalent experience in administration or customer service.
- Experience in a similar role is a plus, especially in order processing and customer administration.
- You are structured, accurate, and proactive in your work.
- You have strong communication skills and a customer-oriented mindset.
- You are proficient in MS Office (Excel, Outlook, Word), and experience with a CRM or ERP system is a plus.
- You speak Dutch and English fluently; knowledge of French or German is an asset.

What's in it for you?

At Europal Packaging, you can **make an impact** in a **fast-growing and sustainable family business**.

- A supportive role in a dynamic and close-knit team.

- Opportunities for growth, internal training, and personal development.
- A varied range of tasks with real influence on customer satisfaction.
- A competitive salary package tailored to your experience and expectations.
- Flexible hours and the opportunity to work from home one day per week.
- A warm and inclusive work culture where teamwork and innovation are key.

<https://www.europal-packaging.com/>