

Europal – Customer Care Officer

Customer Care Officer

As a Customer Care Officer, you are the key link between the customer, the Account Manager, and internal departments. With your dedication and accuracy, you ensure flawless customer service, build strong client relationships, and have a positive impact on business results. By managing customer administration correctly, proactively following up requests, and streamlining internal processes, you contribute to optimal customer satisfaction and a high-performing organisation.

Responsibilities

Customer focus and relationship management

- You maintain regular contact with customers and gain a clear understanding of their specific needs
- You play an advisory role and explore cross-selling opportunities where possible
- You follow up on orders from A to Z, inform customers on time, and handle complaints quickly and effectively
- You play an active role in measuring and increasing customer satisfaction

Efficient administration and internal collaboration

- You accurately enter customer data in the systems and monitor agreements on pricing, delivery times, and payment terms
- You build a strong internal network and work closely with R&D, production planning, calculation, and finance
- You carry out financial check-ups in collaboration with your colleagues in Finance
- You report regularly to the Coordinator and contribute to improvement initiatives

Problem handling and solving

- You work accurately and take ownership of your responsibilities
- You proactively suggest improvements and share them within the team
- You communicate openly with colleagues and contribute to a strong #OneTeam mindset

Why are you our new Power Player?

- You hold at least a bachelor's degree or equivalent experience in a customer-focused role
- You work precisely and enjoy bringing structure to processes
- You have a customer-oriented and solution-driven mindset
- You can easily adapt in a dynamic environment and keep an overview, even during busy times
- Teamwork is part of your DNA: you align smoothly with colleagues and communicate clearly
- You speak fluent Dutch and can also communicate in French

What's in it for you ?

- A challenging job where you can truly make an impact on both the customer and Europol
- A modern, international work environment with short decision lines and plenty of room for initiative
- A no-nonsense company culture with “family entrepreneurship” and customer focus at its core
- A strong focus on positive team spirit and continuous development via the Europol Academy
- A solid company group with long-term perspective and ambitious growth plans
- An attractive salary package including extra-legal benefits

Send your CV today to hr@europol-packaging.com or apply via the ‘**Apply**’ button.

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