

## Coordinator Customer Service (32-40 hours)

**Leclerc Baby** has been located in the beautiful district Scheepvaartkwartier of Rotterdam since 2019. A young, innovative and above all fast growing company children's products. We are active in 70 countries and very proud to be sold at approximately 1100 retailers.

*Due to the rapid growth, we are looking for you!*

### Job description:

For the position of **Customer Service Coordinator**, we are looking for a new colleague to support our Sales, Marketing, Operations and Finance departments in handling questions, comments and complaints received from our retailers, distributors and consumers through various channels.

After an induction period and product training of our great sales team, you are able to answer customer questions in a timely and complete manner, assess complaints correctly and then provide appropriate advice and solutions.

- Handling customer inquiries received through our communication channels
- Registering complaints/claims, assessing them and proposing appropriate solutions with follow-up
- Creation of statements for claims and exchange with Sales and Marketing
- Cooperation with Marketing for updates FAQs through knowledge acquisition
- Communication at different levels within our partner organizations and with external contacts

### Qualities

- ❖ Self-employed
- ❖ Solution-oriented
- ❖ Proactive
- ❖ Decisive
- ❖ Strong communication skills
- ❖ Team player

### What we ask

- ✚ Completed commercial MBO/HBO education
- ✚ At least 2 years of experience in a similar position
- ✚ Experience in an international environment
- ✚ Good communication skills
- ✚ Experience with MS Office (Word/Excel/Outlook)
- ✚ Good command in word and writing of Dutch and English language
- ✚ Mastery of the French, German and Spanish language is an advantage

### Working conditions:

- ✓ We offer an appropriate monthly salary based on age and experience
- ✓ An environment open to own initiative and new ideas
- ✓ Many opportunities to develop yourself
- ✓ Easily accessible by car or public transport
- ✓ Lunch at the office

- ✓ Sparkling office in the beautiful district of Rotterdam
- ✓ Team outings
- ✓ Laptop & company phone

✚ We look forward to receiving your CV including demonstrable experience together with your motivation, please send this to: [shirley@leclercbaby.com](mailto:shirley@leclercbaby.com)