PR/000028 | Customer Service Representative

Job Information

Recruiter
JAC Recruitment Netherlands

Job ID
1623483

Industry
Retail

Job Type
Permanent Full-time

Location
Netherlands

Salary
Negotiable, based on experience

Refreshed
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General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Fluent Level

Minimum Japanese Level
Fluent Level

Minimum Education Level
Associate Degree/Diploma

Visa Status
No permission to work in Japan required

Job Description

Company Overview

An international company is seeking a Customer Service Representative to support customer service operations and order management activities across Europe.

Key Responsibilities

Manage the full order management process from order intake through delivery

Coordinate logistics arrangements and monitor delivery schedules

Handle customer inquiries and complaints in a professional and timely manner

Provide customers with accurate pricing and stock availability information

Prepare invoices and various order-related documentation

Prepare and distribute product information, certificates, and other administrative documents

Provide administrative and operational support to internal stakeholders and customers

Requirements

Must Have

Business-level proficiency in both German and English

Experience in customer service, sales support, order management, or a related administrative role

Strong PC skills, including Microsoft Excel

Valid authorization to work in the Netherlands

Nice to Have

Experience working with SAP

Experience in an international business environment

Ideal Candidate Profile

Highly organized with strong attention to detail

Able to work independently and take ownership of responsibilities

Curious, proactive, and eager to learn

Flexible and adaptable in a dynamic business environment

Salary

Competitive salary package, commensurate with experience and qualifications

※Please note that only shortlisted candidates will be contacted. Thank you for your understanding.

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Company Description