

SJABLOON – Werken via KdG –

Gelieve dit ingevulde sjabloon te mailen naar: werken-via-kdg@kdg.be

Sollicitaties dienen verstuurd te worden naar de contactgegevens uit de vacature.

FUNCTIETITEL: CUSTOMER FACING AGENT

Bedrijfsnaam: Kemin

Uiterste sollicitatiedatum: 01/04/2017

Categorie:

Juiste categorie aankruisen*

Administratie en secretariaat	
Creatieve en artistieke beroepen	
Financiële en juridische sector	
Gezondheidszorg	
HR management	✓
ICT en multimedia	
Transport, logistiek en distributie	✓
Onderwijs	
Sales, marketing en communicatie	✓
Sociale en culturele sector	
Techniek, chemie en productie	✓
Andere	
Jobevents	
Studentenjobs en vrijwilligerswerk	

JOB OPENING

Our company: Kemin – Inspired Molecular Solutions™

Kemin (www.kemin.com) provides “inspired molecular solutions” specifically developed to provide nutrition and health benefits for humans and animals. Committed to feed and food safety, Kemin maintains top-of-the-line manufacturing facilities where approximately 500 specialty ingredients are made for the global feed and food industries as well as the health, nutrition and beauty markets. A privately held, family-owned and operated company, Kemin has more than 2,000 employees and operates in more than 90 countries with manufacturing facilities in Belgium, Brazil, China, India, Italy, Portugal, Singapore, South Africa and the United states.

KEMIN ANIMAL NUTRITION AND HEALTH – EMENA is seeking a:

CUSTOMER FACING AGENT

Candidate

Our Customer Facing Agent further develops the Customer order processes by looking for continuous improvement through the analysis of our KPI's, Customer behavior and complaints and by heading different Customer Service projects to enhance Customer satisfaction. The Customer Facing Agent should excel in analyzing workflow and out of the box thinking to pinpoint quality improvements. Using strong client-facing skills to advertise our advancements with the customer, the affected employees and suppliers.

Responsibilities

- Looking for smooth order processes with optimal economic efficiency and maximum customer service
- Provide timely and accurate sales- & customer services, secure that procedures are being followed
- Testing & improving our processes on a regular base and make sure that they are available and updated
- Timely and accurate communication, on customer services and sales activities (internally and externally)
- Reporting quality of our master data (Smartnotes) & challenges where needed
- Prepare colleagues as backup for planned absence. Act as backup during absence of team colleagues in agreement with manager
- Keep accounts receivable in line with the countries requirements
- All the responsibilities and authorities mentioned in the System Procedures and Internal Instructions of the quality system

Qualifications & Experience

- Bachelor's degree or equivalent by one's experience
- Proven working experience as Sales /Customer Service support
- Strong analytical
- Strong client-facing skills and bias for action (works pro-actively)
- Servant Leadership
- Positive & growth mindset, always looking for new opportunities

- Customer focused Team player
- Multi-lingual: Fluent in Dutch and English are essential (spoken & written)
- Additional other foreign languages are preferred
- Expert in Word, Excel, Powerpoint Access, e-mail, ERP-systems, ...)
- Good Communicator
- Well organized, Accurate
- Flexible in adjusting to organizational needs
- Takes initiative

Working Conditions: This position is based at the EMENA HQ in Herentals, Belgium.

Interested: Please visit us at www.kemin.com or sent your CV to apply4job.europe@kemin.com