



Customer Service Specialist

Ref. CSS_BE_2401

Location: Vilvoorde, Belgium



About the job

Do you want to help build tomorrow's world? Welcome to Carlo Gavazzi, where we are designing, manufacturing and marketing electronic equipment. Our Group's products (sensors, monitoring relays, timers, energy management systems, solid state-relays, safety devices, fieldbus systems) provide automation solutions for the global markets of industrial and building automation across Europe, the Americas and Asia-Pacific through a network of 23 own sales companies and through more than 60 independent national distributors.

Carlo Gavazzi Belgium is currently looking a talented and passionate **Customer Service Specialist** like you, who can provide accounting and customer service to our clients. Do you only strive for excellence and do you want to grow your career in step with our company? Then perhaps you're the M/F/X we're looking for.

You will be part of a sales organization that is passionate about working with our clients to create a unique product that is more advanced than anything that is currently available on the market. As a Customer Support Specialist, you will be the voice of our company and provide excellent service to our customers

What does this mean?

- You will be responsible for handling various inquiries, requests, and orders from our customers and ensuring their satisfaction and loyalty.
- You will carry out cost inquiries, follow-up and re-launch of price offers with our customers and our network of distributors
- You will manage customer relationship through different channels (telephone, email and ERP)
- You will support to external sales team in informing them pricing & stock availability
- You will plan and track deliveries in collaboration with carriers and/or the logistics or supply chain department
- You will help in check collections and informing about credit to Customers
- You will effectively manage, in a timely manner, the queries of all clients within the deadlines indicated in the corresponding process.
- You will be responsible for all supporting the team in all elements of basic accounting, including statutory accounts, month end closing, payroll, fixed asset accounting, operating expenses
- You will register new customers and new orders via an ERP



Requirements

Sounds great! Am I the customer service specialist you are looking for? Let's see:

- You have proven 3-5 years work experience as a Customer Service or similar role, preferably in the electronics and components industry
- You are passionate about all customer service and have solid experience with IT tools, ERP and CRM type tool (i.e: Bling, SAP, Totvs)
- You excel in using Microsoft Office 365.
- You are trilingual and speak Dutch, French & English and enjoy working in an international team
- You are very hands-on and pragmatic. You have many examples of things you made yourself.
- You are flexible, you have no problems with adapting to new plans. Customer Support is fun, but also unpredictable.
- You can handle pressure because honestly, we work hard.

Benefits

Why should you apply?

- You will be joining a team of enthusiastic and passionate colleagues.
- You will be working on the design and development of truly unique products, end-to-end. Yes, you can be an inventor! There is nothing more thrilling than seeing your work out there on the market.
- Carlo Gavazzi is a fast-growing company, so you can grow with us and grow in your area of expertise or interest.
- You will get an attractive salary package with a lot of extra benefits.

And yes, Carlo Gavazzi is an award-winning company! We want to excel in what we do, it's no walk in the park but our hard work pays off.

Interested in finding out more?

Please send your CV to GlobalTalent@carlogavazzi.ch indicating the reference of the position you are interested in!

Browse our website (www.gavazziautomation.com) or visit our [LinkedIn page](#)

The **Data Controller** is Carlo Gavazzi NV/SA with registered office in Mechelsesteenweg 311, B-1800 Vilvoorde - Belgium - sales@carlogavazzi.be