

Holland Colours develops, produces and commercializes solid and liquid colorants, masterbatches and additives for coloring rigid and flexible PVC for the building and construction industry, as well as PET and polyolefins for the packaging industry. Next to serving these global markets, we offer color concentrates for coatings, sealants and adhesives and other applications. Our technical experts are always creating new color solutions to give our customers peace of mind based on precise color match and color consistency.

Holland Colours is a Dutch company listed on the Euronext Amsterdam Stock Exchange. With committed employee shareholders and operations in the Americas, Europe and Asia, we provide personal local service on a global scale.

We are looking for a fulltime Customer Service Manager EMEA

CUSTOMER SERVICE MANAGER

EMEA: Europe Middle East and Africa. The job is based in Apeldoorn, the Netherlands

In this job you will manage the customer service representatives at three locations in Europe (NL, HU, UK). Occasionally you will visit your colleagues at the other locations. For more information about the vacancy, please continue reading.

Your main responsibilities:

- As the Head of Inside Sales Division Europe, you will become a member of the business team EMEA
- Manage the Customer Service Representatives, in the Netherlands, Hungary and the United Kingdom
- Ensure optimal handling of questions and orders from customers
- Take care of the internal administrative communication and confirmations of agreements with the customers; manage customer records and correct and timely handling of customer complaints

Your main tasks:

- Manage the customer service department
- Ensure that various customer needs are met
- Carry out and monitor the order entry
- Carry out and monitor the handling of customer queries
- Monitor credit limits
- Maintain business relationships with our customers
- Proactively support the travelling sales managers
- Supply relevant management reports

Your personal requirements:

- You are focused on achieving results
- As a team leader you are willing to control, accompany and motivate groups regarding to task performance
- Being a creative spirit, you are always looking for new service solutions, matching our service and contribution to our result.
- You identify opportunities and convert them into actions, improving our lead generation
- And last but not least, you are customer and service oriented

Your qualifications/ experience:

- An HBO or Bachelor degree, preferably in Business
- Professional writing and speaking skills in English and Dutch
- More than 5 years' experience as Customer Service Representative, preferably a B2B industrial environment
- More than 3 years' experience as a manager/team leader
- Excellent computer skills (Office and good knowledge of ERP systems)

Our offer:

Market conform salary, profit sharing plan. Active employee ownership plan. Development opportunities. A company culture which can be characterized by Team-Work, Proactiveness, Competence, Accountability and Responsibility.

Our procedure:

If you are interested in this position please send your CV and motivation, in English, by e-mail to Ilse Verweij, HR Officer (hr@hollandcolours.com).



www.hollandcolours.com