



Who we are

The founders of Holland Colours had a unique idea 40 years ago to realize a successful company: in a world that was not yet clean, encapsulating dusty pigments could open a market. A number of principles underlie this success. One of those founding principles was that all employees had to be shareholders in the company. To this day, all employees participate as shareholders in the company. That creates commitment, connectedness and responsibility.

For our customers, we eliminate complexity in their production process in applying and managing color. We do this for customers who make coating products and customers who make polymer products such as packaging materials or materials used in construction.

We are looking for a:

CUSTOMER SERVICE REPRESENTATIVE

Location Apeldoorn – 40 hours p/w

Do you see yourself working in an international and changing organization? Can you handle sufficient challenges in the field of customer services? Do you have an outstanding understanding of client relationships and do you always act with the clients' interest in mind? Are you the connection between different departments of the business- finance, sales and logistics? Then please read the vacancy below and apply now!

Your two most important goals:

- You will be responsible for the order process which includes order entry, complaint handling, returns and customer management. You will make sure that clients are up to date and satisfied with the entire operation from order to delivery and give them advice.
- Proactively building and maintaining business relationships and being responsible for the proactive follow-up of customers and new leads.

Work and responsibilities:

- (Jointly) responsible for the performance of HCA in the market;
- Supporting the traveling Area Sales Managers;
- Follow-up of requests for new products and samples;
- Making price agreements and price lists for your customers;
- Follow-up of overdues and credit limits;
- Keeping our CRM system up to date;
- Ensure timely communication to the customer (with regard to complaints and / or returns);
- Monitoring customer satisfaction by maintaining contact with your customers on a regular base;
- Keep yourself up-to-date with policies and practices of the market;

Our offer:

We offer an independent, challenging position for 40 hours a week in an international environment, with market conditions of employment and there is sufficient room for personal development. The Holland Colours culture has the following core values: Accountability, Teamwork, pro-activeness, Responsibility and competence.

We are looking for a:

- Proactive candidates who speak different foreign languages and like to work in an international organization;
- Candidates who take initiative in the improvement of processes and procedures;
- Candidates who like to help us in the further development of customer service activities;
- Candidates with a service oriented mindset.

Job criteria:

- MBO+ level;
- Starter to 1 or 2 years of relevant working experience;
- Fluent English is mandatory;
- You preferably also master other languages (French and / or German);

Do you want to work at an international company where you can feel the collegiality and connectedness in the workplace?

Then apply now:

Send your CV and motivation to HR@hollandcolours.com, for the attention of Azucena Verhoeven (HR Business Partner).

