

Customer Service Employee

Are you self-motivated and proactive? Is your goal to win, develop and maintain customers? Then we are looking for you.

What are you going to do?

As a customer service employee you are responsible to respond to customers in a quick, positive and solution minded way. The handling of customer questions are received through multichannels. You maintain and optimize contact with existing and new customers. You will identify and question customer demands. You supervise the entire order to cash process in consultation with various departments. If deviations occur, you signal these and respond to them.



Other duties include keeping customer stock up to date and ensure that optimal stock is matched with both the needs of the customer and production planning. If a customer complaint is received, you ensure that efficient complaint handling takes place and suggest preventative measures to limit further complaints. You monitor customer payments and take action if financial discrepancies occur to ensure prompt payment within agreed terms. ESKA is currently in a transition period and responding to the ever changing demands of the market. Customer Service keeps a keen eye on these developments. ESKA expects you to embrace these changes and consider improvements to further serve our customers in a positive and more efficient way.

In this position you report to the Customer Service Team Leader.

Job Requirements

- You are at least in the possession of a secondary vocational education degree (HBO) or MBO.
- You are able to speak and write English and Dutch fluently. An additional language is a plus.
- You have 0-2 years of work experience in a kind of equal position.
- You have knowledge of the order process.
- Good knowledge of CRM (Salesforce), ERP systems and Microsoft Office.

Do you recognize yourself in this profile?

- You have strong communication skills (both verbally and in writing) and you know how to communicate effectively, taking into account the level of the parties that you communicate with.
- You are focused on customers and know how to coordinate your own efforts with the needs and wishes of the customer.
- You can plan and organize well and are result-oriented.
- You can work both independently and in a team.
- You recognize important information, know how to link it and, if possible, come up with improvements based on this information.
- You think in solutions and not in problems.





What can you expect from Eska?

- Eska has a dynamic, informal, and pleasant corporate culture;
- Independent, challenging position with plenty of room for own initiative and development;
- Plentiful space for personal growth, development and training;
- A competitive salary, partly depending on the knowledge and experience you bring; and
- Complemented with an excellent benefits package.

Organization, ambition, and need

Eska started out in 1879 as a traditional production company. Over the years Eska has developed into a strongly market-driven company with the focus increasingly shifting to luxury packaging. More than 275.000 tons of cardboard are made from wastepaper in the factories in Hoogezand and Sappemeer. In addition, there are sales offices and distribution centers in Virginia (USA), Milan, and Barcelona. The cardboard is exported to more than 80 countries and is used, among other things, for hard cover books (including the Harry Potter books), binders, puzzles, board games, and luxury packaging (including Gucci and Dalmore). Eska is the global market leader in solid board. Since July 1, 2021, Eska has been part of the RDM group. RDM is the leading producer of recycled cardboard and the largest producer in Italy, France and the Iberian Peninsula.

Sustainability and challenge

For Eska sustainability is key. In addition to the recycled paper, which is used as a raw material for solid board, we convert rejects from the wastepaper processing into steam. This is used in the production process for drying and pressing the paper and cardboard. As a result, less fossil fuel is used, and the rejects do not have to be hauled out. Yet, we want to take sustainability to an even higher level.

Ready to apply?

If you want to apply for this challenging position, please send your CV and motivation letter to: Marja Hoving – de Jong via m.dejong@eska.com **before April 28, 2023.**

An assessment can be part of the selection procedure.

