



Customer Service Employee

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

Organization, ambition, and need

Eska is a Dutch brand of premium solid board.

We have been architects of identity materials since 1879 and are convinced that board gives brands a texture identity.

As architects of identity materials, we take a full spectrum view of the creation process, from producing to covering. More than 275.000 tons of solid board are made from-recycled paper in the Hoogezand- and Sappemeer-mills. Eska also has sales offices and distribution centers in Chesapeake Va. (USA), San Giuliano Milanese (It.), and Gava (E). The solid board is exported to more than 80 countries and is used for hard cover books, stationery products, puzzles & games and luxury packaging. Eska is the global market leader in solid board.



Sustainability is in our DNA

For Eska sustainability is key. By means of a gasifier installation, solid rejects are sorted from recycled paper and converted into steam used for production of solid board. The gasifier provides the solution for our quest for the highest raw material utilization and reduction of fossil CO₂ emissions.

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 is received through multi-channels. You maintain and optimize contact with existing customers and agents. You will identify and question customer demands, prepare quotations and estimate the feasibility of the quotation in consultation with the Sales Manager and/or agent. 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. Together with your colleagues you will make a positive impact to ensure the department reaches Customer Service 2.0.

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).
- You are able to speak and write English and Dutch fluently. An additional language is a plus.
- You have some experience with working in a production environment.
- 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 you 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 working environment;
- 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;
- Complemented with an excellent benefits package.

Ready to apply?

If you want to apply for this challenging position, please send your CV and motivation letter to: Marja de Jong via m.dejong@eska.com **before July 31, 2020.**

An assessment can be part of the selection procedure.

