

For our Benelux & France Team we are looking for a:

Sales Assistant (Customer service assistant)

Are you customer oriented, enthusiastic and proactive?

About Eska

Eska is the world market leader in solid board. Since the 1st of July 2021 Eska is part of the RDM Group. RDM Group is the leading producer in the recycled carton board business and the largest producer in Italy, France and in the Iberian Peninsula. While coated board is mainly supplied to the European market, solid board is supplied to all continents.

Eska has a leading position in traditional market segments like hardcover books, puzzles and games and is developing rapidly with an increasing focus on luxury packaging. From 100% recycled paper, Eska produces more than 275,000 tons of carton board per year in two factories in Hoogezand and Sappemeer, the Netherlands. Eska has cutting- and distribution centers in Chesapeake (Virginia, USA), Milan and Barcelona. Eska values sustainability in its products and production. There is a constant drive to gain more knowledge about sustainable processes and to bring these processes to a higher level.

Our products are of impeccable quality, but our people make the difference. Will you become one of our people? Will you be the man or woman who will be in charge of the portfolio of B2B customers in the Order to Cash process?

Job description

- Communicate with customers and keep them informed of questions about deadline enquiries, prices, deliveries, order status, certificates, technical information, claims, payment delays etc..
- Provide proactive follow-up of old stocks and inventory follow-up.
- Ensure production proposals and orders are booked accurately and effectively based on customer specific requests. You will have to work in different ERP systems in order to follow up the orders of the respective customer portfolio.
- Coordinate deliveries and resolve delivery issues together with the logistic teams of the respective mills.
- Master data management and maintenance.
- Monitor and analyze the ordering patterns of the respective customer portfolio to obtain a balanced order intake, based on the Integrated Business Planning process. In case of deviations, you escalate to the IBP Team and Sales Team.

Your CV

- Excellence knowledge of Dutch and Italian language, spoken and written.
- Minimum knowledge of English (as a corporate language of RDM Eska).
- 2 or more years' experience in a similar position.
- Good knowledge and experience of the office software, such as Excel, Word, Outlook.
- Experience with ERP system of any kinds (such as SAP, Ciclocom, etc.).
- Able to work under pressure, to set effective priorities and able to make responsible decisions.
- Customer oriented and high communication skills.

What we offer

We offer you an inspiring, fascinating and challenging job with plenty of room for your own initiative. Eska has an excellent benefit package and attractive financial conditions. You will work in a friendly working environment based on team spirit, equality and fairness. It is a fulltime job. You will report to the Team leader Customer Service.

How to apply

Please send your resume and application letter before January 31 per mail to: m.dejong@eska.com. If you have any questions feel free to contact Ms. M. (Marja) Hoving - de Jong (+31 598-318302).

An assessment can be part of the procedure. For more information about Eska we refer to our website: www.eska.com