

Customer Service Representative Foodservice

Company Description:

Are you ready to join an international company that is focused on creating sustainable food packaging?

deSter, a gategroup member, designs and manufactures food packaging & serviceware, serving both foodservice and airline customers worldwide. Probably at some point in your life you ordered food to your home or went to your nearby takeout place to buy a salad for lunch. In this case, you might have seen deSter products and didn't even know it. A lot of people don't realize that the world of food packaging can be exciting, but it is more than that. deSter is unique in its industry because we source, design, manufacture and transport products which are aesthetically pleasing, functional and environmentally friendly. We believe in sustainability and circular economy, and value our employees & communities around.

While being already well-established in the airline industry, today we are gaining more and more trust within food service as well. Our customer base includes several well-known Fast Food Restaurants/Chains, shops and distributors, and the list is constantly growing. We create sustainable food and travel experiences and we need you on this journey.

Job Summary:

- Manage the complete order process for your dedicated customers. This starts with order entry, follow up the production process, resulting in on time deliveries
- Maintaining & screening forecast of purchases in order to predict future shipments and to ensure stock levels for your customers.
- Handling of commercial and logistics complaints: incomplete deliveries, broken products, ... Respond to any issues in a commercial way offering a solution that satisfies all parties.
- Manage the introduction process of new products with customers. This includes creating new article numbers, follow up on artworks & colour matches, work on a phase out & phase, implement new items smoothly without left overs or stock shortages.

Main Duties and Responsibilities:

- First point of contact for the customer.
- Processing and follow-up of sales orders, from order input through delivery.
- Handle forecast and demand management. Work in close contact with customers, analyse forecast versus actual purchases. Preventing shortages or non-moving stock by arranging adequate phase in/out of new products.
- Follow up on productions & propose alternative products when requested items are not available.
- Review, update and maintain customer stock levels, keeping the customer informed at all times.
- Receive and handle complaints and claims and offer a commercial solution together with sales team.
- Issue credit/debit notes and deal with questions and operational issues about these invoices.
- Retrieve an open, pro-active, commercial and professional communication towards your customers on a daily basis.
- Continuous product knowledge update, ensuring the latest product developments are known.
- Ensure general support to the sales team: taking care of samples, reporting bonus calculation, reporting turnover, small sales quotes

- Providing excellent customer service to our customers and strive for customer delight.

Qualifications

Education:

- Bachelor degree in Economics, Marketing, Communications or any related discipline

Work Experience:

- Minimum of 2 years commercial experience in an international B-to B market environment
- Knowledge and operating experience of transport/logistics is a plus
- Knowledge of and worked with INCO terms is a plus
- General knowledge of Customs procedures is a plus

Technical Skills: (Certification, Licenses and Registration)

- Microsoft Office
- ERP software in general

Language / Communication Skills:

- Excellent language skills, fluent orally and in writing English (company language), Dutch and French is a surplus

Job Dimensions

Geographic Responsibility:

Type of Employment: Full time

Travel %: n/a

Organization Structure

Direct Line Manager (Title): *Manager Customer Service & Commercial Support Foodservice Global*

Dotted Line Manager (Title, if applicable): 0

Number of Direct Reports: 0

Number of Dotted Line Reports: 0

gategroup Competencies Required to be Successful in the Job:

- **Thinking** – Information Search and analysis & problem resolution skills
- **Engaging** – Understanding others, Team Leadership and Developing People
- **Inspiring** – Influencing and building relationships, Motivating and Inspiring, Communicating effectively
- **Achieving** – Delivering business results under pressure, Championing Performance Improvement and Customer Focus

- Excellent verbal and written communication skills
- Attention to detail, well organized, accurate and well documented
- Flexible
- Customer Service minded and customer focused
- Able to cope with deadlines and time pressure
- Team player
- Stress resistant personality
- Able to prioritize and take self-initiative
- Able to work in a dynamic team and fast-growing environment

Demonstrated Values to be Successful in the Position

Employees at gategroup are expected to live our Values of Excellence, Integrity, Passion and Accountability. To demonstrate these Values, we expect to observe the following from everyone:

- We treat each other with respect and we act with **integrity**
- We communicate and keep each other informed
- We put our heads together to problem solve and deliver **excellence** as a team
- We have **passion** for our work and we pay attention to the little details
- We foster an environment of **accountability**, take responsibility for our actions and learn from our mistakes
- We do what we say we will do, when we say we are going to do it
- We care about our coworkers, always taking an opportunity to make someone's day better

The above statements are intended to describe the general nature and level of the job being performed by the individual(s) assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required. gategroup reserves the right to modify, add, or remove duties and to assign other duties as necessary. In addition, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position. Candidates may be required to go through pre-employment drug screen, criminal check and/or airport fingerprinting.

gategroup – an equal opportunity employer. We are committed to workforce diversity and actively encourage all qualified persons to seek employment with us, including, but not limited to, racial and ethnic minorities, women, veterans and persons with disabilities.