

HOURS: 36 hours per week

Vacancy : Customer Service Team Member

SCION Instruments Overview:

SCION Instruments is a manufacturer and supplier of laboratory equipment and scientific solutions with customers worldwide. The products that are supplied are Gas Chromatographs (GC), Mass Chromatographs (MS) and Liquid Chromatographs (HPLC) instruments and Autosamplers. The production location is in Goes, the Netherlands.

Overview of Role:

The main goal is to address customer queries quickly and effectively, solve problems with empathy and care, document pain points and share them with internal teams, maintain relationships and improve SCION Instruments' reputation, keeping people loyal to the SCION Instruments brand, products and services for years to come.

Primary Responsibilities:

- Coordinating, processing and supervising orders and customer issues for Instruments, Spare Parts and Consumables
- Screening customers / orders regarding export compliance and assessing and handling
- Monitoring delivery times and taking timely action when delivery times are not met by suppliers
- Functioning as a point of contact for the Customer Service activities within location Goes for both the internal departments, Sales offices, dealers, external suppliers and service providers and (helping to) streamline the total order flow within that framework
- The logistical guidance, monitoring of the lead times and the feedback of incoming customer issues regarding instruments
- Maintaining contacts with relevant authorities for maintaining the required permit for hazardous substances
- Taking care of shipping documentation, monitoring the lead time and quality of the shipments and taking timely action
- Informing and advising the Sales offices, Dealers and the SCION branches within the logistics field
- The quality of the daily work within the department
- Preparation of relevant reports, both internally and externally
- Performing general activities within the department according to the agreements made
- Taking over functional tasks of employees within the Customer Service department, if circumstances so require
- Drafting, submitting and coordinating ACT tickets

Place in the Organization:

- The customer service employee reports to the Operations Manager

Education and Qualifications

- MBO/MBO+ level
- Professional courses and training
- Several years of logistics business experience

Required Competences

- Result-oriented
- Analytical and clear thinking skills
- Good contact skills
- Customer and service oriented
- Stress resistant
- Independence
- Perseverance
- Being able to work well in a team
- Good expression skills in word and writing

Knowledge and Experience

- Knowledge of logistics
- Being able to work with ERP system
- Good knowledge of the English language in word and writing
- Knowledge of the French language is an advantage
- Knowledge of automated data processing