

Customer Care Representative (APAC) – Antwerp

For our client, a multinational company and the world leader in the production and commercialization of fertilizers and chemical products for industrial use, we are looking for an Customer Care Support for their European headquarters in Antwerp with focus on the APAC region.

Why is this job something for you?

- A challenging **full-time position** within a stable, world-leading multinational company
- A collaborative and **international working environment** with exposure to global markets
- A role with **responsibility and autonomy** within a specialized customer care team
- A **competitive salary package** in line with your experience and expertise
- Opportunities to **further develop your knowledge** of international trade, SAP, and global customer care processes

What are you going to do ?

In this full-time role, you will work closely with colleagues from various departments and report directly to the Customer Service Lead for the region.

Your responsibilities include:

- Managing the administrative processing and follow-up of sales orders from A to Z, from order entry and coordination through to invoicing
- Ensuring correct and complete order processing in SAP S/4HANA, including pricing, delivery terms, and billing conditions
- Acting as the link between customers and the Sales Manager, addressing order-related questions and resolving issues in a timely and professional manner
- Preparing bag layouts and labels in line with customer requirements and applicable local legislation
- Coordinating and managing export orders, ensuring accurate preparation of all required documentation, such as:
 - Certificates of origin
 - Insurance documents
 - EUR1 forms
 - Packing lists
 - Commercial invoices
 - Letters of Credit
- Working closely with colleagues from Regulatory Affairs, Marketing, Sales, Logistics, and Finance to ensure seamless collaboration and smooth operations

Who are we looking for ?

- You hold at least a Bachelor's degree or have gained equivalent expertise through relevant experience
- You have several years of experience in a similar customer care or order management role within an international B2B environment
- You are familiar with working in an ERP system, preferably SAP S/4HANA
- You have a good knowledge of international trade processes, export documentation, and Incoterms®
- You have a **very good command of Dutch and English**, both written and spoken
- **You live today in the Antwerp region.**
- You are proficient in Microsoft Office, with a strong focus on Excel
- You are a reliable team player with a proactive and solution-oriented mindset
- You work accurately and methodically, with strong attention to detail
- You are comfortable managing multiple priorities in a dynamic, international environment
- You communicate clearly and take ownership of your responsibilities
- You take pride in delivering high-quality service and contributing to customer satisfaction

Apply ?

This can easily be done by email on info@clearskyselection.be

For more information about this opportunity, you can always contact Koen Van Hoyer, manager at Clear Sky Selection on the above email address or on tel: 0499-593046.

If you apply, you agree to the privacy policy of Clear Sky Selection: <https://www.clearskyselection.be/privacy-regeling>.