

# Customer Care Support – Antwerp

For our client, a global market leader in the production and sale of fertilizers and chemical products for the industry we are looking for an Customer Care Support for their European headquarters in Antwerp.

This is a great opportunity for a **detail-oriented starter** who enjoys **structured tasks, problem solving and cross-team communication**.

## Why is this job something for you?

- You'll have a challenging position surrounded by great colleagues who prioritize teamwork, all at a pleasant work location in the center of Antwerp.
- Furthermore, you'll be joining a dynamic international company where growth, professionalism, and an informal work environment go hand in hand.
- You can count on a motivating compensation package supplemented with various fringe benefits.

## What are you going to do ?

- Independently handling export documents: creating various certificates (e.g., Certificate of Origin, Certificate of Analysis, Insurance Certificate, Bill of Lading, Packing List, SDS, EUR1, Dangerous Goods Declaration...).
- Handling a complete set of documents: printing, signing, stamping, scanning, getting approval from customers, and sending via DHL.
- Following up on export dossiers: sending reminders, requesting feedback from both customers and suppliers.
- Collaborating with freight forwarders, Regulatory Affairs, Chambers of Commerce, Embassies, suppliers, customers, and colleagues for various processes.
- Proactively working to avoid problems due to late receipt of documents (tracking ETA containers).
- Making necessary corrections to incorrectly prepared documents.
- Updating Excel files with pending dossiers.

The Customer Care Administrative assistant will report directly to the region team leader.

## Who are we looking for ?

- Bachelor's degree or equivalent through experience.
- Some experience in an administrative role is a plus.
- Language skills: Dutch and English are a must.
- Computer skills: Microsoft Office with good knowledge of Excel.
- We are looking for an enthusiastic and proactive team player.
- A colleague who enjoys finding solutions is hands-on and is also administratively strong



## Apply ?

This can easily be done by email on [info@clearskyselection.be](mailto:info@clearskyselection.be)

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

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