



BuzziSpace

Customer Service Representative (CSR)

Company information

BuzziSpace's products are developed for the homes and workspaces of tomorrow, that stand out with their design, functionality and flexibility. Offering innovative acoustic solutions for every situation, the Belgium based company spreads its wings over the world with global showrooms and presence in the Netherlands, UK, USA, Germany, Japan & the HQ in Belgium.

For more information, please visit our website <http://buzzi.space/>.

We are looking for an enthusiastic colleague to join our Customer Service Team. As a Customer Service Representative (CSR) you will be our Customer Service and order management expert. You will provide support service on general products inquiries, questions on Sales orders, stock availability and delivery issues.

You will receive an internal training at our headquarters in Belgium. After the training you will be based in our German office & showroom in Aachen.

Your responsibilities

- Process the incoming Sales orders & manage the order flow. Proactively manage and resolve order and customer related issues
- Follow up on due payments and credit limits
- Escalating/liaising with other departments when necessary
- Key point of contact for customers, dealers, distributors and agents
- Manage customer requests & inquiries by telephone and per e-mail: general inquiries on lead times, product information, progress of Sales orders,...
- Provide back-up assistance to the team when necessary

Your profile

- Positive teamplayer with sense of humor and a commercial mind
- Ability to work independently
- Excellent communication skills and attention to detail
- Proactive thinker and problem solving
- Ability to prioritize, analyze, plan and coordinate workload

Requirements

- Bachelor degree or equivalent by experience
- Professional level spoken and written German
- Professional level spoken and written English
- Computer literacy essential, especially Microsoft Office & ERP system
- Full time work schedule



Contact

Please send your CV and letter of application to Buzzispace nv, Groeningenlei 141, 2550 Kontich, Belgium or send an e-mail to Karen.pang@buzzi.space.