



YUSEN LOGISTICS BENELUX IS LOOKING FOR A:

CUSTOMER SERVICE SUPERVISOR

LOCATION: MOERDIJK

Yusen Logistics is working to become the world's preferred supply chain logistics company. Our complete offer is designed to forge better connections between businesses, customers and communities – through innovative supply chain management, freight forwarding, warehousing and distribution services. As a company we're dedicated to a culture of continuous improvement, ensuring everyone who works with us is committed, connected and creative in making us the world's preferred choice.

Yusen Logistics Benelux has branches in The Netherlands, Belgium, Luxembourg and Sweden. We have about 700 colleagues working on these locations.

What's the job about:

The Supervisor Customer Service is responsible for the assigned team of Customer Service Employees and works as a team member on the Customer Service Department.

Main tasks:

- To ensure the effective and correct functioning of the Customer Service operation and employees and an optimal service to our customers. To coordinate the operational activities and makes sure there is a correct financial administration.
- Managing the Customer Service Employees;
- Controlling the Customer Service processes;
- Monitoring the correct usage and completion of procedures, optimize processes and procedures;
- Maintaining existing and create new (customer specific) work instructions;
- Managing escalations in cooperation with the Manager Customer Service;
- Supporting and performing operational activities;
- Authorized to respond to (incidental) special customer requests in cooperation with the Manager Customer Service;
- Tuning and cooperating with the Warehouse Department (forecast and special requests);
- Making reports, including KPI's;
- Controlling and executing correct calculations and invoicing;
- Advising the Manager Customer Service concerning technical and operational issues pro-actively and on request;
- Conducts appraisal talks and evaluates and manages daily work continuously;
- The Supervisor reports directly to the Manager Customer Service.

Who are we looking for:

A great colleague to join our Customer Service Department and who possesses following qualities:

- MBO4 /HBO level
- Experience in leading a team in a logistics environment
- Excellent people management and communication skills
- A strong analytical mind, combined with a pro-active attitude
- You thrive under a high paced environment
- You have a high sense of responsibility
- You are excited to be one of the pioneers in the innovation process
- Excellent knowledge of Dutch and English

Why Yusen Logistics:

We have a lot to offer to the right candidate:

- An informal and international working environment
- Excellent primary and secondary conditions, with respect for work-life balance
- The opportunity to grow

Could you be our ideal candidate?

We're looking forward to receive your CV and motivation letter:

**jobs@bnl.yusen-logistics.com Attn. Anouck Van Steenbergen – HR Business
Partner Recruitment.**

Question? Feel free to send an e-mail to the above-mentioned e-mail address.