



**Are you smart enough to be different?
Are you strong enough to be the best?
Are you self aware enough to stand up for
your customer and take matters into your
own hands? If yes, are you brave enough to
join 'The Wolfpack' @ Steel Solutions?**

You are enthusiastic about the challenge to connect with customers, build relationships and seize commercial opportunities. You are ready to grow professionally - to learn and to become even better. If that's the case, you might be the missing wolf in our pack. Beside a great team atmosphere, competitive payment, personal development opportunities and a positive work environment, we offer a full-time position (40 hours a week from Monday to Friday), in which you will be the communication center between partners, clients and our internal organization, Furthermore we offer 6 supplementary days off, excellent facilities, a pension plan, an attractive bonus and a temporary contract with the prospect of a permanent appointment.

CUSTOMER SUPPORT WOLF

Steel Solutions Global Distribution: Now hiring in Maastricht. Full time 1FTE.

At Steel Solutions, we are well aware that our success depends on our ability to provide the best support and solutions to our customers. As a Customer Support Specialist you work together with colleagues from the sales team to realize our sales targets and to strengthen our market position. You are the point of contact for customers and will be advising them about wide ranging services and solutions. For development and delivery of smart logistics solutions, you will collaborate intensively with departments such as our business office, transport planning and warehouse. Acquisition and support of sales activities are part of your tasks package. You will be taking care of correct (sales) administration on a daily basis and will be reporting directly to the Head of Customer Support.

When you are ready to build a career to be proud of – ready to excel and surprise the customer over and over again - this is your chance! We offer plenty of opportunities to grow with Steel Solutions. In our Wolfpack, you will find the support and guidance to excel in your profession and the means to constantly develop yourself. Are you looking for growth opportunities and are you flexible and quality-oriented? Do you really want to put the customer first? Apply quickly and join to the Steel Solutions Wolfpack!

What does the average workday look like?

- You are the primary point of contact for sales as well as clients and offer them help in solving daily issues.
- You work with important stakeholders (customers, shippers and receivers) on effective and efficient information exchange.
- You work directly with customers to trace shipments, agree on rates, plan delivery and delivery and manage stocks
- You provide administrative support for distribution activities while you act as a contact between distribution, customers, sales and chain partners.
- You create contracts and take care of order entry in the ERP system
- You make phone calls, write e-mails and chat to advise and book orders, prioritize and arrange
- You answer questions about customer orders using info in the warehouse management system
- You update orders and deliver reports
- You answer questions about invoices and process order updates and inform relevant parties about the status
- You investigate product surpluses and deficiencies
- In addition you support and attend customer support consultation to improve performance, manage customer expectations and ensure customer satisfaction
- You also participate in sales initiatives to grow customer accounts.
- You update your knowledge by taking part in training courses.

What skills do you need to successfully fulfill this position at Steel Solutions?

- Bachelor Level (by study / experience).
- 1 year experience in a customer service / Inside Sales / account management position with proven ability in professionally and quickly handling customer inquiries.
- Strong written and oral communication skills in Dutch, English and German and preferably another modern language.
- Skilled in MS Office (Excel, Word and Outlook)

I would be really great if you:

- have at least 1 year transport / logistics / supply chain experience;
- have excellent time management, organizational and multitasking skills;
- can work independently as well as in a team environment;
- are flexible enough to easily adapt to changes in work orders and processes;
- have excellent social skills;
- Work well with various personalities and multiple disciplines;
- pay a great deal of attention to detail and are good at succession and problem-solving;
- create effective, enjoyable and fruitful working relationships, both internally and externally, and maintain and deepen them.

What kind of wolf are you?

DNA Match:

- You are an enthusiastic, independent person and quite a character.
- You are super focused.
- You are a good listener.
- You are easy going and pleasant to deal with.
- You are a good observer.
- You are reliable.
- You are flexible.
- You are well balanced besides stress resistant.
- You are an interesting and mature interlocutor.



Why Steel Solutions? As a private company with an extensive history in steel industry, we are on the ball. We are keen on unnecessary management layers, but rather on fast decision making. We meet our customers' most ambitious wishes and we offer advanced supply chain solutions to world's most successful steel companies daily. Our job is important, competitive and satisfying. We are growing fast and are constantly on the lookout for talented individuals who can and want to deliver the quality level our a-level customers require.

Steel Solutions started out as a logistics company and offers first class logistics services. However, nowadays we are much more than a transporter of steel. We manage the complete time-consuming

and financially vulnerable process between supply and demand. As a full-service chain manager we organize and control the entire process of shipping, customs, tax handling, warehousing, value added services and distribution. We provide tailor-made solutions for, among others, steel mills, trading companies, service centers and end-users around the world.

We are proud to be known for our leading distribution services, creative solutions, advanced technology and high-quality facilities.

Steel Solutions offers trimodale solutions. The train literally comes into our terminal and ships load directly onto one of our covered terminal barge docks.

Our dynamic work environment is all about premium service, innovation and future thinking.

At Steel Solutions Global Distribution you can be part of a strong team of young professionals, in which team members are united by our mission, vision and our reputation as one of the best employers in the Euregion.

Team atmosphere, competitive pay, personal development and a positive working environment.

**Give your career a boost,
Join the wolf pack at
Steel Solutions
Global Distribution!**

Send your resume and motivation to m.jadoul@selexxyz.nl
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First selection will take place in week 27/2018.

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