

Customer Service & Sales Specialist

Title:
Customer Service & Sales Specialist

Deadline:

Department:
EMEA Sales Office

Would you like to play a key role in delivering an outstanding customer experience within an international organization? Are you well-organized, detail-oriented, and comfortable working in a dynamic environment with many internal and external stakeholders? Then this role is perfect for you.

About the role

As a **Customer Service & Sales Specialist** (the internal job title is *Inside Sales Customer Operations Specialist EMEA*), you are the first point of contact for our customers within assigned accounts. You ensure that orders are processed accurately and on time, customer portals are kept up to date, and that both commercial and logistical processes run smoothly. You work closely with Sales, Logistics, Finance, and our regional offices, playing a key role in achieving high customer satisfaction. You combine administrative accuracy with a strong service mindset and are able to proactively inform, advise, and support both customers and internal stakeholders.

Category:
Marketing, Sales & Communication

Location:
Arnhem

About the position

In this role, you are the essential link between our customers, Sales, and Logistics. You ensure that the entire order process — from request to delivery — runs smoothly and professionally. You maintain clear oversight, communicate proactively, and truly make a difference in the customer experience.

You are someone who thrives on coordinating, structuring, and collaborating within an international environment.

Responsibilities:

- You process customer orders accurately and on time in SAP S/4HANA.
- You coordinate logistical processes and, together with partners, ensure reliable, on-time delivery.
- You act as the Single Point of Contact (SPOC) for your customers and build long-term relationships.
- You communicate proactively about order status, inventory levels, and deliveries — clearly, customer-focused, and solution-oriented.
- You identify bottlenecks, actively contribute ideas for optimization, and support continuous improvement.
- You ensure quality and compliance through correct documentation and adherence to internal guidelines.
- You handle feedback and complaints carefully, ensuring a professional resolution at all times.

What do you bring?

We are looking for a colleague who enjoys bringing structure, providing excellent service, and working accurately in an international environment. You have an MBO+ or HBO level of education (or equivalent), preferably in logistics or business administration, and at least three years of relevant experience in Customer Service, Operations, or Logistics — preferably in a technical or industrial environment.

Additionally, you have:

- MBO+ or HBO level of education, preferably in logistics, business administration, or a similar field.
- At least 3 years of relevant work experience in Customer Service, Operations, or Logistics (preferably within a technical or industrial sector).
- Experience with ERP systems (SAP experience is a strong plus).
- Strong communication skills and a customer-focused mindset.
- The ability to set priorities independently and act proactively.
- Good command of the English language; knowledge of Dutch, German, French, and/or Spanish is a strong plus.
- A structured, accurate, and solution-oriented way of working.

Our offer

Within our organization, you will work together with enthusiastic and supportive colleagues. You will have a high degree of autonomy in organizing your work and become part of a driven team.

Teijin Aramid additionally offers:

- Attractive salary – This role is classified in our collective labor agreement scale 7 (€3,800 to €5,162 gross per month), based on your experience and education.

- Nearly 10 weeks of leave per year – Yes, really! Four weeks are statutory, and the remaining six weeks can be taken, paid out, or saved.
- Excellent secondary benefits – 8.33% holiday allowance and a favorable pension plan with a low personal contribution.
- Personal development – Access to training and coaching programs to support your growth.
- Allowances – €4.01 per day home working allowance and €0.23 per kilometer travel allowance.
- Additional budgets – €1,500 gross development budget to invest in sustainability and personal growth.
- Flexibility – Flexible working hours and the possibility of hybrid working, depending on the role.

Information and application

If you have questions about the recruitment process, please contact Gerwin Noij, Recruiter, at +31 6 47103629.

If we see a strong match, we will invite you for an interview at short notice.

We look forward to receiving your application, including your CV and a short motivation, via the “apply” button.

An assessment and a valid Certificate of Conduct (VOG) will be part of the selection process.