

## Customer Service Representative

### Job description:

As a Customer Service Representative, you are the face of our company. You are the first point of contact for customer bookings and inquiries, ensuring clear and proactive communication.

With your customer-focused mindset and attention to detail, you help deliver an outstanding client experience.



# BG Freight Line

### Tasks and activities:

- Manage the customer service team and daily operations, including booking administration and related tasks.
- Serve as the main contact for customers, proactively communicating schedule changes and handling urgent requests.
- Collaborate closely with internal teams to ensure seamless and reliable service delivery.
- Build and maintain strong relationships with (key) clients, informing and managing booking patterns.
- Ensure data quality by updating customer portals and managing additional costs, addresses, and changes throughout the transport process.

### Requirements and skills:

- MBO / HBO working and thinking level.
- Proven customer service support experience.
- Excellent communication skills in both Dutch and English.
- Ability to understand and improve end-2-end processes.
- Data-driven approach with experience in Power BI or comparable tools.
- Enjoys working in an informal office environment.
- Hands-on mentality.

### What do we offer:

- A competitive base salary.
- Full company paid pension & life insurance.
- Profit related benefit (additional month).
- 27 holidays.
- A pleasant informal working environment.