



NUMIDIA

YOUR EXPERT PARTNER IN DAIRY

For the Operations Department at our HQ in Herten (Roermond) in the Netherlands, we are looking for a

Customer Care Executive Africa & ME (M/F)

Fulltime

If you are interested in a challenging, international and dynamic function in a fast growing and young organization, we are looking for you!

The position

As contact person for our business partners in Africa, the Middle East, and Latin America, the Customer Care Executive takes care of the follow-up of the contract with our customers. This includes preparing, planning, and booking transport. The job is very diverse and challenging due to its speed and complexity. We are looking for a strong, pro-active, and customer-oriented employee who is interested in arranging international logistics and has affinity with documents and regulations. You bring a constructive and adaptable approach to overcoming obstacles, enabling you to thrive in our dynamic and international environment.

Tasks and responsibilities

- Ensures correct organization and optimal execution of sales contracts;
- Internal contact for colleague's from own and other departments for customs, country regulations, export documents and changes in the supply chain;
- Responsible for correct document management;
- Invoicing;
- Provides Customer Service and build, maintain and develop long term relationships with the assigned customers;
- Handling minor non-conformities and claims;
- Maintain contact with external relations based on contract terms (e.g. banks and veterinary services in multiple countries).

We offer

- 💡 Challenging job within a young, international company with a strong growth ambition
- 🏆 Proud to be certified as a Great Place to Work – join a culture where people come first!
- 🏢 A fantastic new office – inspiring & modern
- 📅 27 vacation days, increasing to 30 in the coming 3 years
- 🚗 Travel allowance
- 💰 Full pension contribution – paid by Numidia
- 🍽️ Unique perk: Fresh lunch 3x per week – together with your colleagues
- 📈 Continuous development opportunities – grow your expertise and career

We are looking for an Customer Care Executive who

- Has a BSC/MSC degree;
- Has strongly developed problem solving skills, accuracy and is detail oriented;
- Possesses the following competences: Teamwork, Effective Communication, Management and Responsibility, Leadership, Focused and Initiative, Customer focus, Relationship building, Analytical, Financial Awareness;
- Has good knowledge of automated systems (Microsoft Office and – preferably Dynamics or another ERP-system);
- Is fluent in English and French or Arabic.

About Numidia

Numidia is a dynamic company, specialized in the international trade of quality dairy products (butter, cheese, milk powders, liquids, etc.), dairy related ingredients and dairy derivatives. Our clients and suppliers are located worldwide. Numidia has, next to the HQ in The Netherlands, offices in Montevideo, Dallas, and Singapore. We built a strong track record in dairy industry and with our market- and product expertise, a personal and pro-active approach and we strive for operational excellence with people who make the difference in all areas. Our core values are transparency, reliability, flexibility, authenticity and long term relationships.

Are you interested?

Do you want to make the difference? Good! Please send your resume and motivation letter to HR@numidia.nl and we will reply shortly. If you have any questions about this open position, you can also send it to HR@numidia.nl.