



# NUMIDIA

YOUR EXPERT PARTNER IN DAIRY

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

## **Customer Care Executive (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 Asia, 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.

### **Tasks and responsibilities**

- Ensures correct organization and optimal execution in the supply chain;
- Internal contact for colleague's from own and other department for customs, country regulations, export documents and changes in the supply chain;
- Responsible for correct and on time document management;
- Check Letter of Credit and make invoices;
- Build, maintain and develop long term relationships with the assigned customers;
- Handling minor non-conformities and claims;
- Provides customer service from customers;

### **We offer**

- A challenging role in an international environment of colleagues from 31 different countries!
- Various growth and development opportunities.
- A fully paid, non-contributory pension plan.
- 26 vacation days, which increase by one day each year until you enjoy 30 days of holiday by 2028.
- Discounts on local activities and shopping.
- Recognition as a Great Place to Work, where you can grow in your career and enjoy it.

### **Requirements**

- Bachelor's or master's degree in International Business or a relevant field.
- Strong problem solving skills;
- International business experience will be considered an advantage;
- Possessing the following competences: Teamwork, Effective Communication, Management and Responsibility, Detail-oriented, Leadership, Focused and Initiative, Customer focus, Relationship building, Analytical, Financial Awareness;
- Good knowledge of automated systems (Microsoft Office and - Dynamics and ERP-systems);
- Fluency in English and minimal one other foreign language, Chinese is a big advantage.

### **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](mailto: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](mailto:HR@numidia.nl).