

3D Systems Leuven is looking for a motivated

CUSTOMER SERVICE REPRESENTATIVE

ABOUT 3D SYSTEMS LEUVEN

3D Systems Leuven is a dynamic and leading enterprise, specialized in 3D Printing of metal components. 3D Systems Leuven is not only a technology developer but also a technology user (production company). This makes us a strong innovation partner for clients in the industrial, medical and dental sector.

With this technology, we build up material in layers using a high intensity laser until it becomes a solid product. Unlike conventional production techniques, this one does not render any material loss, nor does it require any tooling. It does however, enable the designers to manufacture very complex geometries which are not producible using the traditional techniques.

3D Systems Leuven is part of the 3D Systems group, a world leader in 3D printing.

For more information about our GDPR regulations, click [here](#).

JOB DESCRIPTION

As Customer Service Representative, you are responsible for order management starting from correct entry of customer orders into different systems to aftersales service. You follow up internally on on time delivery and communicate with customers accordingly to manage expectations and customer relationships.

TASKS & RESPONSIBILITIES

- Communicate with customers regarding order status via e-mail and phone
- Collaborate and coordinate with colleagues as necessary
- Enter, confirm and follow up on customer orders
- Help to achieve an extraordinary customer experience
- Adhere to ISO 13485 – EN9100 and the Quality Management System's standard operating procedures and work instructions
- If needed, support other departments
- Answer phones and transfer calls to appropriate personnel

PROFILE

- Minimum bachelor diploma
- You can work independently, accurately and efficiently with special attention to order and quality
- You are willing to work in a fast paced working environment with flexible work times if needed
- You are able to learn and adjust to new software systems
- You are customer-friendly
- You have an excellent knowledge of English both written and spoken, knowledge of French is a plus
- You have good office computer and software skills (MS Excel, MS Word, Outlook, Database applications; knowledge of Oracle is a plus)

WE OFFER

- A challenging job in a young and dynamic team
- A competitive salary and additional non-statutory benefits
- Career opportunities in a global company with exponential growth.

INTERESTED?

Send your resume and motivation letter to: BelgiumCareers@3dsystems.com