

ICTS Group – Customer Service Officer

Job description:

At our Ghent operations site, we are looking for a Customer Service Officer to join our dynamic Contact Center team. In this key position, you will be the link between customers, suppliers, and our internal departments, ensuring smooth operations, quick solutions, and outstanding service delivery.

You will report to your Team Manager and collaborate closely with our teams in Portugal and Luxembourg. Expect a mix of service coordination, supplier negotiation, and customer relationship management, with full training and ongoing support to get you up to speed on all systems and processes.

What you'll do:

- Handle customer requests professionally and efficiently.
- Negotiate with suppliers to secure competitive conditions and ensure top service quality.
- Keep systems up to date, working with tools like *Shiva* and *ZOHO*.
- Support financial follow-up, including collection calls and resolving payment issues.
- Respond to complaints with professionalism and initiative, always aiming for improvement.
- Follow up on clients and prospects, in collaboration with our commercial team.
- Check and process invoices, ensuring accuracy and cost control.

Your profile:

- Bachelor level of thinking or equivalent professional experience.
- At least 2 years of experience in customer service, logistics, transport coordination, or a similar operational role.
- Strong organizational and multitasking skills, you thrive in a structured yet dynamic environment.
- Decisive and proactive, with excellent communication skills - both written and verbal.
- A solution-oriented mindset with strong analytical and problem-solving abilities.
- IT proficiency, particularly in CRM or service management tools.
- **Languages:** Dutch and Turkish (required), English (professional level), French is a plus.

What we offer:

- An international environment with colleagues and partners across Europe.
- Comprehensive training, including a one-week onboarding in Lisbon and hands-on system training.
- Monthly performance bonus (approx. €200 bases on productivity).

- Rotating schedule:
 - Early shift: 06:00 - 14:30
 - Late shift: 10:00 - 18:30
 - Home-office shift (one week / month): 15:30 - 00:00
 - Saturday shift (once per month, after full training)

<http://www.icts-group.eu>