

ICTS Group – Customer Service Officer Antwerp

About the role:

ICTS is looking for a motivated and well-organized Customer Service Officer to join the growing rental facility and service workshop in Antwerp.

In this position, you are the main point of contact between customers and the workshop. You handle service requests, schedule repairs, prepare quotations, and maintain clear, timely communication with clients. Your contribution is crucial to keeping workshop operations running efficiently and ensuring customer satisfaction. In this role, you will collaborate closely with the Workshop Supervisor, Parts & Warehouse Coordinator, and Fleet Operations & MOT Coordinator to achieve smooth planning and excellent service delivery.

Main tasks:

- Serve as the first point of contact for customer inquiries and service requests.
- Keep customers informed about repair details, progress updates, and completion.
- Prepare cost estimates, manage approvals, and follow up on final invoicing.
- Register incoming repair jobs and schedule them according to workshop capacity.
- Work closely with technicians and the Workshop Supervisor to ensure accurate job execution.
- Maintain up-to-date and accurate records in the ERP/service system, incl. job cards and customer data.
- Assist in the daily coordination of vehicle check-in and check-out.
- Help uphold a high standard of customer service and satisfaction.

Your profile:

- Experience in service, heavy-duty repair, or a similar technical environment.
- Solid understanding of the operating principles, structure of maintenance, and repair.
- Strong communication and administrative skills.
- High level of responsibility, accuracy, and attention to detail.
- Proficient in working with ERP or workshop management systems.
- Language skills: fluent in English and/or Dutch is preferred (other languages are a plus).
- Team-oriented mindset with the ability to manage multiple priorities in a dynamic environment.

What do we offer you?

- A stable full-time position with a competitive salary based on your experience and qualifications.
- Structured onboarding process and internal training.

- Professional and supportive international team environment.
- Opportunities for learning and career development.

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