

## ICTS Group – Customer Service Officer

### About the role:

We are looking for a motivated and well-organized Customer Service Officer to join our growing service workshop in Ghent.

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 truck and trailer service, heavy-duty repair, or a similar technical environment.
- Solid understanding of the operating principles, structure, maintenance, and repair of trucks and trailers.
- 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, 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 within the Group.

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