



Customer support employee

Fulltime

Do you enjoy planning, organizing and managing the various activities in your life? Are you always looking for creative solutions to improve efficiency and lesser workload? Then this role might be exactly what you are looking for! In this position, you will be able to fully utilize the knowledge gained during your various years of education and experiences so far. You will complete hands-on training through this role, allowing you to develop skills, practice strategies and perform role-related tasks to become a true master in the field of International Logistics.

Who are we?

You will be working at Inventa Logistics, a member of the Schavemaker Group. Inventa is a young and dynamic logistics company focusing on managing the logistic flows between Europe and China. We are creative in developing logistic solutions for our broad base of customers and we make sure we deliver as promised, always!

Where will you work?

As a customer support employee, you will be supporting Inventa with its International supply chain and various related projects. In this fast-paced, dynamic organization, you will start to develop your logistics skills while simultaneously fine-tuning your knowledge on operations management, analysis, accounting and finance. You will assist in properly organizing, managing and improving all kinds of logistics processes.

There is not always a ready-made, “one-size fits all” solution, but with your problem-solving skills and out-of-the-box creativity this is no issue for you. Without hesitation, you can keep your focus on what needs to be done without getting cold feet.

What will you do?

Logistics tasks

- Coordinating transportation providers to ensure prompt and proper movement of shipments;
- Responding to customer inquiries and referring clients to the proper channels;
- Reviewing purchase orders and shipping documents to ensure accuracy;
- Making special shipping arrangements as necessary;
- Tracking and fixing shipping errors;
- Ensuring that the quality of all services provided meets the required standards.



What do we require?

- Fluent written and verbal communication skills in English; Dutch language and knowledge of the Chinese language and culture is a plus;
- Higher education degree or above, majoring in Logistics Management, Communication, International Business;
- Fast learning skills and a can do attitude!;
- Excellent customer service and client relations skills;
- Expert inventory management;
- Problem solving : you can quickly get to the core of an issue and find creative solutions;
- Good time management skills: Organize, plan, prioritize and complete assignments assertively within the given timeframes;
- Team player: Communicate, reach and collaborate with colleagues efficiently, either by helping them out or by asking for assistance;
- Ability to use computers, software and other technology for inventory and communication purposes;
- Understanding of the supply chain, including common obstacles and effective solutions;
- Familiar with Microsoft Office tools, video editing software and video production equipment;
- Possession of a driving license (B), because our location in Moerdijk is difficult to reach by public transport;
- Valid working permit (at least for one year) in The Netherlands.

What can we offer you?

- A part time position (40 hours per week, with in future possibility for growth in responsibilities and career prospects);
- A comfortable and well equipped working environment;
- Project and other research related topics;
- A place to fully realize your potential through fast paced learning;
- A dynamic, welcoming and international team of professionals;
- A far reaching international network.

Where are we?

The Netherlands, Capelle aan den IJssel (Rotterdam area)

Interested?

Contact us at: info@inventalogistics.com