



CUSTOMER SERVICE REPRESENTATIVE

The Business Process Services Center (BPSC) in Terneuzen is the international service provider for the Dow Chemical Company and employer of over 600 talented employees, representing over 50 different languages and nationalities from all over the world. Our team supports Dow and its joint ventures in a wide variety of areas, such as logistics, customer service, finance, human resources, translations and much more.

The BPSC Terneuzen consists of a strong and multicultural team of talented individuals. We are therefore surrounding ourselves with enthusiastic, curious, enterprising and energetic colleagues. Can you already imagine yourself working in our team? We are looking for a Customer Service Representative to join us!

A typical day at the office

Before finishing your first cup of coffee, the first phone calls are already coming in. A customer from Germany is interested in buying some of the new products Dow recently released. As the customer experience is your first priority, you are using your expertise on businesses' products to provide him with details on product information. The customer is happy with your quick feedback and decides to place his order. You immediately contact your colleagues from the Scheduling and Sales department to coordinate his request. Around 10.00 am you have a coffee break with your business group where improvement ideas and experiences are being discussed. Some customers are visiting the production site, and together with your team members you have lunch with them. In the afternoon you sit down with a new colleague who recently joined the team. You are assigned as a 'buddy' to answer all his questions and act as a mentor on the job. Just before you call the day to an end, you go over the list with current product enquiries and notice that one of your regular customers ordered more product than normal. You're facing a production challenge and have to make sure that the product will arrive in the right quantity and on time. You pro-actively follow up with your colleagues to manage this order and to ensure an optimum customer experience.

Your talents

As a Customer Service Representative you are the customer's first point of contact. You are responsible for a flawless customer experience across the whole ordering process, from order entry and follow up of orders until delivery of the product. With your customer-focused mindset, you help us deliver excellent service to our customers worldwide, day in and day out. Furthermore, this is on our wish list:

- You have a least education level NLQF 2 / EQF 2 (*vocational education*) with relevant work experience in customer service, or a NLQF 3 / EQF 3 (*vocational education*) with general work experience. For graduates HBO (*bachelor's degree*) we have also suitable roles in Customer Service
- You are fluent in English
- You are 18 years old or older and (if applicable) in possession of a valid work permit
- You're a real multitasker and team player with strong planning and organizational skills

It would also be a big plus if you:

- Speak an additional language, such as French, Italian, German, Spanish, Polish or Russian or any other European language
- Have experience or like working with SAP and Excel
- Have Customer Service experience in a similar position



We offer you

An experience with lots of fun and energy in a professional organization. You can count on:

- Continuous professional and personal development possibilities
- A multicultural environment with colleagues from all over the world
- An informal and open working atmosphere
- Focus on your well-being, health and safety
- Competitive market salary

Ready to join our team?

Do you think you can strengthen our organization with your talents? We gladly invite you to hear all about your ideas on how your knowledge and experience will take Customer Service to the next level. Besides, we are eager to hear why you like to get started in our service center and why you feel you are the right match for this job!

Go to [Dow Careers](#) to submit your motivation letter and resume (both in English) together with your level of language skills (A0 – C2).

The following links can be used to easily test the level of your current language skills:

English

- <http://www.examenglish.com/CEFR/cefr.php>
- http://www.examenglish.com/leveltest/grammar_level_test.htm
- http://www.examenglish.com/leveltest/email_listening.php

Other languages

- <http://www.ef.nl/test3/#/>