

CUSTOMER SUPPORT – ORDER MANAGEMENT **at SONIC EQUIPMENT**

Are you a passionate, customer-oriented professional with experience in Customer support and Order Management? Do you know how to tackle things, do you like to work in a structured way and do you always have your priorities straight? Are you looking for a challenge with versatile work and do you want to come and do it with us? Then this is the job for you!

OUR DNA

Sonic Equipment is a leader in developing and supplying premium hand tools, tool trolleys and storage systems. Sonic's products are used in various industries where high-quality hand tools are required, such as in the Automotive, (motor) bicycle industry, agriculture, aviation, and industry. For 16 years, Sonic has provided tools that meet the highest standards, so the user can always start the job with confidence. Increased efficiency, the best quality, unique ergonomic design and increasing user confidence - that's what it's all about. Sonic has offices and warehouse locations in the Netherlands, Germany, Taiwan and the United States.

OUR TEAM

The Support team consists of 8 employees. Together we are responsible for advising our customers and order fulfillment, including processing orders and solving customer questions and problems. In addition, each employee has their own specific areas of attention.

WHAT ARE YOU GOING TO DO?

We are in full expansion and we are expanding to the French market.

As a colleague on the Support team you are responsible for:

- Support and processing of customer orders for France and the rest of Europe
- Perform various administrative activities such as inventory changes, credit checks, transportation matters and processing warranty claims.
- You are in direct contact with our French customers and other European clients and colleagues.
- Both by email and phone, you and the team ensure that all orders are processed smoothly.

Do you have experience in a commercial administrative position or have you just finished your studies and would you like to work in a fast-growing and energetic company for 40 hours? Then apply now!

WHO ARE YOU?

We are looking for someone who can show the following:

- Administrative or commercial training or at least 2 years of professional experience in an international working environment;
- Fluency in French and English (Dutch is a plus);
- Knowledge and / or affinity with technology and tools is an asset.
- Proficiency in the use of MS Office products (Excel, Word, Power Point)

Soft skills:

- Good team player, enterprising and enthusiastic.
- Customer-oriented approach and excellent communication skills.
- Strong sense of responsibility.

WHAT WE OFFER

- Sonic provides a dynamic, energetic and collegial environment where we take pride in our products and our company.
- An innovative, ambitious and enterprising team.
- An open and informal working atmosphere.
- Being able to make a real difference within a fast-growing organization.
- A competitive salary

Nice that you see Sonic Equipment as your future employer! Apply directly by emailing a motivation with your CV to applications@sonic-equipment.com and we will contact you as soon as possible. If you have any questions, you can contact Dominique Roux on +31 299-224534