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| **As a global logistics service provider, Katoen Natie combines engineering, technology and port operations to offer worldwide tailor-made solutions to a variety of industries.**  **Katoen Natie has 154 logistic platforms and is active in 34 countries all over Europe, North America, South America and the Far East with a staff of >14.000 people.**  **In order to continue the growth of our group, Katoen Natie is looking for:** |

**Data processor BU Petrochemicals**

*We are an administrative logistic center (not a Call Center!) who is working for large international clients, active in Iron & steel, paper, tires, overall general cargo, commodities (cacao and coffee), wood and transport.*  
  
*You will be a part of a team and will be responsible for providing correct and important logistic information towards these clients, in order to process the daily logistic flows all over the world.*  
  
*This environment creates opportunities and job satisfaction, by fulfilling necessary information towards our own Katoen Natie subsidiaries abroad and by maintaining and optimizing international logistic flows from our clients.*  
   
**Main tasks:**

* You will ensure that excellent levels of customer service and service delivery are maintained and exceeded.
* You will fulfill the needs of our customers, by servicing our customers in daily, weekly or monthly information and data
* You will process work instructions, containing all necessary information in order to fulfill administrative processes and management information related to our clients
* You will have internal communication with subsidiaries from the company.
* You will have communication with other customer service operators (written and by phone) in English on daily basis, in function of the specific needs
* You monitor daily exceptional requirements provided by our subsidiaries and clients
* **We don’t need a programmer, but a person with a healthy curiosity of what is happening in our BU, being able to communicate fluidly with people all over the world. From a technical point of view, that person needs to:**
* **Experience with MS office products**
* **Knowledge of Office 365 components and services**

**Requirements for candidates:**

* You have a University Degree
* You possess excellent communication skills (written, spoken, listening) in **English**
* You have the ability to communicate efficiently with a variety of stakeholders
* You are an excellent problem solver capable of using own initiative, but nevertheless are a team player with a positive mindset
* Attention to detail is highly important
* Experience in customer service is a benefit
* You have the ability to work with deadlines, without losing the global overview
* You have good computer skills. Working with MS WORD, EXCEL is no issue
* You have experience in working with databases and therefor have analytical skills
* Trainings in Belgium for periods up to 2 weeks are no problem

**We offer you official employment in a fast growing company where your own creativity is very much appreciated and stimulated. A company with a no nonsense mentality where people make the differences for themselves, their colleagues, the customer and the KTN company.**  
**In case you get this job, training will be provided.**  
**Standard working hours: Monday to Friday, 08:00 till 16:00 or from 09:00 till 17:00.**