

# Customer Service & Logistics Coordinator

## Job Description



### POSITION OVERVIEW

As a Customer Service & Logistics Coordinator, you play a key role in ensuring the smooth flow of goods throughout our distribution network. You are the central point of contact between customers, logistics service providers, warehouses, and internal departments.

You will be responsible for coordinating customer orders, inbound and outbound logistics activities, customs formalities, transport arrangements, and administrative follow-up. In addition, you will ensure accurate data management within our RCC system and contribute to the continuous improvement of our operational processes.

### KEY RESPONSIBILITIES

#### Customer Service

- Serve as the primary contact for customers regarding order status, deliveries, and logistics-related inquiries.
- Process sales orders and sales confirmations accurately and efficiently.
- Coordinate customer deliveries and collections throughout Europe.
- Ensure timely communication with customers regarding shipment status and potential delays.
- Build strong relationships with customers and service providers.
- Customer support and issue handling; Support continuous improvements in logistics and customer service processes.

#### Logistics Coordination

- Coordinate inbound and outbound shipments with logistics providers, shipping lines, warehouses, and customs agents.
- Monitor and track deliveries to ensure on-time performance.
- Organize the most cost-effective transport solutions while maintaining service quality.
- Manage customs clearance activities and ensure compliance with company procedures.
- Coordinate loading and unloading activities with warehouses and distribution sites.
- Monitor transport schedules, and delivery timelines.

#### Logistics & Data Management

- Maintain accurate and up-to-date information within the RCC database.
- Process transport, customs, and shipping documentation.
- Verify invoices, VAT numbers, transport documents, pricing, and other operational data.
- Request credit notes, corrections, or additional documentation when required.
- Maintain an organized filing system and ensure proper document registration.
- Perform regular controls to guarantee data accuracy and process compliance.

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### QUALIFICATIONS & EXPERIENCE

- Proven ability to work in an international and fast-paced environment.
- Strong organizational and coordination skills.
- Customer-focused with excellent communication skills.
- Solution-oriented with a proactive mindset.
- Ability to prioritize tasks and manage multiple deadlines simultaneously.
- Experience with logistics documentation, customs procedures, or warehousing is an advantage.

### SKILLS

- Good knowledge of Microsoft Excel, Word, and Outlook.
- Experience with ERP systems and/or with RCC is an advantage (training will be provided).
- Strong administrative accuracy and attention to detail.
- Fluent in English; additional European languages are an advantage.
- Strong team player with the ability to build relationships across different stakeholders.

### PERSONAL CHARACTERISTICS

- To have planning and organisational skills.
- To be solution driven and able to work under pressure.
- To have a sense of urgency.
- To be a strategic thinker and process minded.
- Languages: English and other languages are preferable.

### WHAT WE OFFER

- An international and growing business environment.
- A dynamic role with broad responsibilities and direct impact on the business.
- Opportunities for personal and professional development.
- A collaborative and entrepreneurial company culture.
- Competitive salary and benefits package.

To apply for this position, please email [HR@kematbelgium.com](mailto:HR@kematbelgium.com) and include your:

- Contact details.
- Curriculum vitae.
- Available start date.