

Full-Time Customer Service / Shipping Manager

Pyority bv – Antwerp

Contract

- Full-time
- Daytime work hours, fully office-based

Language Skills

- **English:** Good
 - **Dutch:** Practical
-

Who we are?

Pyority is a dynamic and international family-owned company, located near the port of Antwerp, Belgium. We specialize in optimizing procurement strategies for companies worldwide. With a passionate and knowledgeable team, we focus on unlocking hidden potential in raw material purchasing to reduce costs and create value. Through in-depth analysis of procurement policies, we help our clients worldwide maximize profits, optimize supplier portfolios, and enhance expertise in international sourcing.

Why work at Pyority?

- **International Reach:**
As an international company, Pyority collaborates with clients and suppliers from various countries, creating an exciting work environment with a global impact.
- **Dynamic Work Environment:**
At Pyority, you are part of a small yet powerful team where your contributions truly matter, and you are involved in challenging projects.
- **Broad Responsibilities:**
Pyority offers you the opportunity to take on diverse responsibilities. You are not limited to specific tasks but have the freedom to make independent decisions and actively contribute to the company's success. This versatility makes your work both challenging and rewarding.
- **Family-Oriented Culture:**
As a family business, we highly value teamwork, trust, and mutual respect.
- **Delicious and Inspiring Products:**
At Pyority, you work with a wide range of delightful and unique products that people use and appreciate daily. Think of speculoos, chocolate, cookies, and food ingredients. What makes it even more enjoyable is that you regularly have the opportunity to taste these products—not only to assess their quality but also to understand them better and get excited about them. This adds a flavorful and interactive dimension to your work!

Working at Pyority means being part of an international team that fosters innovation, delivers tangible results for clients worldwide, and provides a supportive and growth-oriented work environment.

Job Description

In this role, you will be responsible for managing both customer service and logistical processes related to shipments. You will play a central role in ensuring a smooth customer experience and efficient delivery of our products worldwide.

Your Responsibilities:

- **Order Follow-up:** Ensure professional and customer-focused follow-up of orders, from receipt to delivery.
 - **Customer Inquiries:** Answer customer inquiries in a friendly and solution-oriented manner.
 - **Complaint Handling:** Handle complaints and proactively seek solutions to resolve issues.
 - **Customer Relationship Management:** Maintain strong relationships with our customers and actively contribute to their satisfaction.
 - **Shipment Coordination:** Manage and coordinate the shipments and shipment documents of our products worldwide.
 - **Timely and Safe Delivery:** Ensure that all shipments arrive at the customer on time and in perfect condition.
 - **Collaboration with Internal Teams:** Work closely with internal teams (sales, production, warehouse) to ensure an efficient workflow.
 - **Process Optimization:** Optimize internal processes related to shipments and customer service to improve overall efficiency.
-

Profile

For this key role, we are looking for an enthusiastic and detail-oriented colleague with a customer-focused mindset and strong organizational skills.

You recognize yourself in the following:

- **Relevant Experience:** You have relevant experience in customer service, order processing, and/or logistics, preferably in an international context.
 - **Communication Skills:** You communicate fluently and professionally in English, and preferably also in Dutch.
 - **Proactive and Solution-Oriented:** You are proactive, solution-oriented, and enjoy thinking along with the customer.
 - **Structured and Accurate Work:** You work in a structured and precise manner, even when it's busy.
 - **Hands-On Mentality:** You have a hands-on mentality and are not afraid to take initiative.
 - **Team Spirit:** You feel comfortable in a small, dynamic SME where team spirit and engagement are central.
 - **Bonus Skills:** Experience with ERP systems or shipping platforms is a plus.
-

What We Offer

- An exciting, dynamic role with a high level of responsibility, where customer service and logistics seamlessly come together.

- Join a stable, family-oriented company with an international reach, offering a collegial, constructive, and open work environment.
- A competitive salary, supplemented with extra legal advantages.

At Pyority, you are not just working for your own future; you are also contributing to the success of a company specializing in the production and distribution of high-quality food products.

Apply now and join our growing international team!

Job Location

Sint-Pietersvliet 3 – 2000 ANTWERP

How to Apply?

Contact Person: Ms. Josune Tardy

Email: jtardy@pyority.com