



## Job Vacancy: customer service professional

### Pet Food Ingredients

**Location:** Vichte, Belgium

**Company:** Cima Nutrition NV, part of IFHS (a Korys company)

**About Us:** Cima Nutrition and Ingrizo NV, two industry leaders in sustainable ingredient solutions, recently announced a strategic partnership, under the new holding company **IFHS (Innovative Food and Health Solutions)** headquartered in De Pinte.

This partnership is supported by Korys, the investment company of the Colruyt family, and the management, and has ambitious growth plans for the coming years.

We combine Ingrizo's expertise in natural, sustainable, and nutritional ingredients for food, health and petfood applications with Cima's renowned leadership in the pet food industry. Together, we aim to deliver high-quality, innovative, and sustainable ingredients to our clients across Europe.

Cima Nutrition NV, established in 1997, is a dynamic business focused on the production and supply of specific ingredients for the pet food and food industries. Our operations plant in Vichte offers logistics services, product repacking, and blending capabilities for custom mixes. To support our continued growth, we are seeking an **experienced customer service professional**.

**Role Overview:** As an Administrative Assistant - Customer Service, you will play a vital role in ensuring the smooth processing of orders and the overall efficiency of our customer service operations. You will be responsible for managing incoming orders, coordinating shipments, and ensuring accurate documentation and invoicing for our clients.

**Key Responsibilities:**

- **Order Processing:** Manage and process incoming orders from customers.
- **Order Confirmation:** Send order confirmations to customers, ensuring clarity and accuracy.
- **Logistics Coordination:** Organize transportation for outgoing orders and ensure timely delivery.
- **Warehouse Coordination:** Prepare work orders for the warehouse team when needed.
- **Document Preparation:** Ensure all necessary documents are prepared for outgoing shipments.
- **Order Tracking:** Follow up on outstanding orders to maintain customer satisfaction.
- **Order Completion:** Ensure all orders are accurately recorded and closed in the system.
- **Invoicing and Accounting:** Transfer billing and relevant information to the accounting department.

Required Qualifications:

- A relevant academic or practical education.
- Excellent oral and written proficiency in Dutch and English.
- Curiosity and eagerness to learn within our specialized field.
- Strong communication skills and the ability to work independently.
- Exceptional attention to detail and accuracy.
- Reliability, with colleagues, customers, and transporters able to count on you.
- A true team player who thrives in a small, close-knit team.

What We Offer:

- A competitive salary package.
- The opportunity to be part of a growing company with a flexible and dynamic working environment.
- A chance to develop and contribute to a team that values collaboration and innovation.

How to Apply: Are you detail-oriented, communicative, and ready to support the backbone of our customer service operations? If you see yourself in this role, we would love to hear from you! Please send your application to [jobs@cima.be](mailto:jobs@cima.be).

#AdministrativeAssistant #CustomerService #CimaNutrition #PetFoodIndustry #Logistics #TeamPlayer #CareerOpportunity #Growth