

Bebat – Customer Service officer

Customer Service Officer

Do you enjoy helping customers while also ensuring that everything runs smoothly behind the scenes? Then you might feel right at home as a Customer Service Officer at Bebat.

At Bebat, you contribute every day to a more sustainable world. By carefully planning and monitoring collections, you ensure that batteries are collected safely and on time, and that our processes continue to run smoothly and reliably. Together with your colleagues, you deliver a service that gets it right, down to the smallest detail.

What makes this role particularly interesting? You work for various entities within our organisation, such as Sortbat and Reneos, each with their own context and stakeholders. This brings variety, learning opportunities and a broad view of our operations.

YOUR RESPONSIBILITIES

- **First point of contact for customers.** You are the first point of contact for our collection points and internal customers via phone, email and our CRM system. You answer questions, think along with customers and provide clear, practical solutions. Even for more complex issues, you take ownership and follow cases through to resolution.
- **Coordination of collections.** You organise and follow up collections of both small and large batteries from A to Z. You coordinate with transport partners, internal teams and customers to ensure everything happens correctly, safely and on time. You keep the customer well informed throughout the process.
- **Accurate administration and follow-up.** You process data correctly and keep our systems up to date. You monitor the quality of collection data and ensure that commitments are met — as simply and efficiently as possible. You carefully log all customer contacts in our CRM.
- **Process improvement.** You identify bottlenecks in processes, communication or tools and propose improvements. In this way, you help make our operations progressively more efficient.

YOUR PROFILE

You combine a customer-focused approach with strong organisational talent. You maintain an overview, work accurately and switch smoothly between different tasks and contacts.

You also bring:

- A bachelor's degree or equivalent experience.
- Some initial experience in customer service or a similar role.
- **A strong customer-oriented mindset**, focused on solutions.
- Accuracy and a structured way of working.
- **Analytical and problem-solving skills.**
- **Organisational and planning skills**, with a good sense of priorities.
- **Strong communication skills**, a can-do mentality and a natural team spirit.

- **Ease with digital tools** and the ability to quickly learn new systems.
- Fluency in Dutch, French and English, both orally and in writing.

WHAT DO WE OFFER YOU?

- You will join a warm and engaged team where collaboration is central. You will have responsibility and the freedom to take initiative and contribute to an efficient and sustainable operation. We also offer:
- A job with impact within an organisation that thinks and acts sustainably.
- A great work-life balance with the possibility of hybrid working.
- An attractive salary package with extra-legal benefits.
- The opportunity to further develop yourself.

Do you want a role in which you truly make a difference for customers and for a more sustainable world?

We look forward to getting to know you!

<https://www.bebat.be/>