



**Function name:** Customer Care Officer

**Objective of the position:**

Overachieve the GC Biotech Annual Operational Plan through support with administrative tasks related to the sales and service process.

**Position in the organization:**

The sales representative reports directly to the Sales Manager.

**Summary of duties:**

The employee is responsible for:

Overachieving GC Biotech's AOP:

- Managing the general sales e-mail box as first line of contact for GC biotech customers.
- Managing annual price contracts
- Assisting field sales with quotations
- Preparing quotations for maintenance contracts, preventive maintenance, and repairs.
- Ensuring that expired maintenance contracts are renewed on time.
- Ensuring that service contracts are invoiced on time and correctly.
- Concluding new service contracts.
- Ensuring that paid service work is processed correctly administratively.
- Ensuring that the time interval between quotation and PO is as efficient as possible and within the terms and conditions.

Relationship Management:

- Maintaining contact with customer purchasing departments.
- Supporting Sales by following up on leads and sending quotations.
- Ensuring that correct final invoices are prepared following the Service Engineer's visit.
- Sales development tasks, e.g. targeted e-mails in alignment sales manager and marketing.
- Assigning, scheduling, and monitoring service calls/work orders.
- Registering new organizations and contacts.
- Registering service and sales-related complaints.

Administrative tasks:

- Always keeping the CRM system up to date regarding activities.

Competencies:

- Excellent communication skills, both written and verbal
- Planning and organizing; strong time management
- Proactive
- Accurate
- Customer focussed.
- Reliability (through honesty, authenticity, and transparency)
- Social skills (good listening, empathy)
- Commercial insight

**Other requirements:**

The Customer Care Officer has bachelor's degree level or equivalent, at least 3 years of experience in a similar role and a good command of English. Dutch and French are a plus.