

## Essentiel Antwerp – Wholesale Customer Service (part time)

### Introduction

Essentiel Antwerp is a global contemporary brand from Antwerp, synonymous with positive energy.

Dedicated to fierce, fabulous and fun-loving individuals, the label brings mood-boosting fashion that lifts the spirits.

We are representative in more than 40 countries, with approximately 40 retail stores. Each store embodies our distinctive brand identity and is strategically located in prime locations. With a presence in over 750 doors and selected department stores, we have built a qualitative global wholesale distribution.

We are currently looking for an experienced colleague to join our **Wholesale Customer Service** Team.

Your main mission will be to support our wholesale customers, reporting to the Supply Chain Director.

### Main Tasks

- You are the first point of contact for our wholesale customers for all questions by phone and by e-mail;
- You manage deliveries and order confirmations;
- You manage restocking orders of clothes and accessories;
- You interface with our logistic partner to organize dispatch and delivery of goods;
- You follow-up on payments.

### Who are you

- You have some years of experience in a Customer Service role;
- You are fluent in English (Dutch is a plus);
- You are hands-on, precise and analytical
- You work autonomously within the team;
- You are an experienced Excel user;
- You are service-minded and you focus on meeting the needs of our clients within company guidelines;
- You have excellent written and oral communication skills;
- You are diplomatic and stress resistant;
- You have douane knowledge (extra plus).

## What we offer

- The opportunity to join the Essentiel Antwerp family and to be part of a dynamic, inclusive company culture.
- A role where your contributions impact the growth and success of the business.
- Competitive salary and benefits package.

**Join us and submit your application below.**

<https://www.essential-antwerp.com/careers>