

## ROLE PROFILE – ROLE BRIEF



For Instructions on how to complete the role profile click [here](#)

<b>Position title</b>	Customer Care Assistant ECC - EMEA Premium Spec & Dec		
<b>Department</b>	Western Europe, Pricing & Sales	<b>Location</b>	Malle
<b>Reports to (title)</b>	ECC Customer Care Lead	<b># Direct Reports</b>	0

### Section 1 - JOB DESCRIPTION

Steer together with the ECC customer care lead

- Preparation of the shipments
- Collection of the shipment documentation
- Reconciliation between shipment loads and customer purchase orders
- Preparation of the associated customer invoicing documents
- Record of the containers loaded to ensure proper tracking
- Control of incoming invoices (inbound)

### REQUIRED ACADEMIC & TECHNICAL QUALIFICATIONS

<Indicate any formal education / certifications / degrees / language skills that we should look for in the CV. Indicate if any of these requirements are “nice to have”.>

- Excellent knowledge of delivery / shipment / logistic processes
- No particular ERP or tool knowledge is required
- Role will be trained in the company’s invoicing system and company processes

### ADDITIONAL CONSIDERATIONS OR COMMENTS

<e.g. travel required, home office, other factors?>

- Role requires 5 day presence a week in Malle
- Role interacts daily with the Customer Care lead and the General Manager of ECC
- Role ensures business continuity during the absence of the Customer Care Lead

### MARKETING THE ROLE

<Any additional details that make this role attractive, key experiences that this role provides (eg: leading a team; leading a transformation; setting strategy...etc). >

At the crossroads of the plant’s activities, the role interacts with numerous internal stakeholders and customers, leveraging both accuracy, precision and customer centric mindset

### Section 2 - CANDIDATE PROFILE

<The candidate profile will be the basis for the selection criteria used by all assessors at interview stage. Be specific about what kind of profile you are looking for the competences, experience and traits that are needed to be successful in this role. Make sure you factor in the **CONTEXT** in which the role operates. If needed, distinguish required attributes vs. “nice to have” attributes.>

### ESSENTIAL EXPERIENCE / KNOWLEDGE

<Previous industry experience, market knowledge, business exposure, challenges or accomplishments the candidate should bring. >

- 2 to 3 year experience in outbound deliveries / shipments / logistic

### INTERPERSONAL / LEADERSHIP COMPETENCIES

<Interpersonal and leadership competencies a.k.a “soft” skills>

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- Organized, structured, disciplined
- Collaborative, Team driven
- Showing good communication skills
- Demonstrating customer centricity and intimacy

## PERSONAL STYLE / ATTITUDE / MOTIVATION

<What personal style and personality characteristics will help the candidate achieve success?>

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## ADDITIONAL COMMENTS / CONTEXT OF THE ROLE

< Provide any additional information on the context of the role that will help interviewers assess potential candidates (eg: is this a completely new role? Is this role a key player in a transformation/change? What information about the context in which this role operates will be useful to assessors to know?>

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## STAKEHOLDERS INVOLVED

<It is critical that ALL stakeholders of the role have provided their input and that there is full alignment and agreement on requirements. This could include: Matrix Manager, Project Manager, Key Interface with the role, content / subject matter expert etc...). Please indicate with whom content and alignment has been sought:>

### Name / Function

- Eric Van Tichelen (General Manager ECC)
- Bernard Escoyez (Interim HR Manager ECC)
- Romain Chapeau (Finance Business Partner Premium S&D)
- Philippe Janvier (VP EMEA Spec & Dec)