

# CUSTOMER SERVICE REPRESENTATIVE - LANKHORST TASELAAR

## Company details

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**Lankhorst Taselaar BV** is an international wholesaler in the field of watersport articles. From its head office in Heerenveen and its branch in Rheine (Germany), Lankhorst Taselaar BV supplies more than 12,000 different products to water sports related companies such as water sports shops, shipyards, sailmakers etc. in the Netherlands, Belgium, Luxembourg, Germany, England, Ireland, Spain and Denmark. All goods are stored and distributed from its central warehouse in Heerenveen. The product portfolio consists of many well-known A-brands and private label brand, Talamex.

Lankhorst Taselaar is an affiliated company of Brunswick Corporation, one of America's longest established businesses. Brunswick Corporation endeavours to install "Genuine Ingenuity" in all of its leading consumer brands.

Lankhorst Taselaar is part of Mercury Marine, a \$2.44 billion division of Brunswick Corporation. With a network of 6,000 dealers, Mercury is the world's leading manufacturer of recreational marine propulsion engines. It provides engines, boats, services and parts to recreational, commercial and government users. Mercury's industry-leading brand portfolio includes Mercury and Mariner outboard engines; Mercury MerCruiser sterndrives and inboard engines; MotorGuide trolling motors; Attwood, Garelick and Whale marine parts and accessories; Land 'N' Sea, Kellogg Marine, Lankhorst Taselaar, Payne's Marine and BLA parts and accessories distributors.

For more information, see:

[www.brunswick.com](http://www.brunswick.com)

[www.mercurymarine.com](http://www.mercurymarine.com)

[www.lankhorst-taselaar.nl](http://www.lankhorst-taselaar.nl)

## Function

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The Customer Service Representative handles customers' orders and provides them with the best possible service in relation to billing inquiries, service requests, suggestions and complaints. With his/her deep knowledge of systems, processes and collaboration with other departments, the Customer Service Representative will ensure the orders will be delivered on time as per customer request and the inquiries will be answered in a timely and qualitative manner.

Accountabilities:

- Processes customer orders according to sales conditions and in line with company policies
- Provides timely responses to customer inquiries and technical questions by telephone and/or email with service and quality standards
- Provides product and service information to customers and identifies upselling opportunities and/or offers alternative products in case of backorders of the requested products, to maintain and increase income streams from customer relationships
- Proactively pushing customers to use the web portal for:
  - ordering and giving availability of products
  - assisting customers for first training
  - assisting thru the web portal (LT Pro)
- Acknowledges and reports important input from the customers to improve the organization (like complaints, product availability). Reports also signals to the responsible account manager
- Provides customer services relating to:
  - sales, sales promotions, prices
  - verifies with the Sales Representatives and/or Commercial Support Manager for discounts
- Contributes actively in the customer service meetings and is open to improve their own performance within the department
- Works with the customer on shipment planning and if necessary gives instructions to the Warehouse for the physical preparation of the order
- Gives input for special promotion catalogues

## Profile

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- International trade knowledge/ degree or equivalent by experience
- At least 3 years' experience in a similar role
- Good working knowledge of MS Office and SAP
- Fluently spoken and written: languages required for the area, Dutch and English. Knowledge of German is a plus
- Basic technical knowledge of the product range

## Offer

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Lankhorst Taselaar BV offers to you:

- an informal driven work environment
- the opportunity to develop your competencies further
- a competitive salary package in line with your experience and expertise

