

ICTS Group – Customer Service Officer Uithoorn

About the role:

ICTS is looking for a motivated and well-organised Customer Service Officer to strengthen the growing rental team and service workshop in Uithoorn.

In this role, you are the first point of contact between customers and the workshop. You handle service requests, schedule repairs, prepare quotations and ensure clear and timely communication with customers. Your contribution is essential to keep the workshop running efficiently and to maintain a high level of customer satisfaction.

You work closely with the Workshop Supervisor, the Parts & Warehouse Coordinator, and the Fleet Operations & MOT Coordinator to ensure smooth planning and excellent service delivery.

Your responsibilities:

- Acts as first point of contact for customers regarding questions and service requests.
- Register incoming estimates and quotations, follow up on approvals and manage final invoicing.
- Inform customers about repairs, progress and completion of the work.
- Prepare cost estimates and quotations, follow up on approvals and manage final invoicing.
- Work closely with technicians and the Workshop Supervisor to ensure correct execution of work orders.
- Maintain accurate and up-to-date records in the ERP and/or service management system (incl. job cards and customer data).
- Support the daily coordination of vehicles entering and leaving the workshop.
- Contribute to maintaining a high level of customer service and satisfaction.

Jouw profiel:

- Experience in service operations, heavy-duty repairs or a similar technical environment.
- Good understanding of workshop operations, maintenance structures and repair processes.
- Strong communication and administrative skills.
- High sense of responsibility, accuracy and attention to detail.
- Experience with ERP or workshop management systems.
- Language skills: fluent in English and/or Dutch (additional languages are a plus).
- Team-oriented mindset and the ability to manage multiple priorities in a dynamic environment.

Our offer:

- A stable full-time position with a competitive salary, aligned with your experience and qualifications.

- A structured onboarding programme and internal training opportunities.
- A professional and supportive international working environment.
- Real opportunities for further training and career development.

<http://www.icts-group.eu>