

ICTS Group – Operations Officer

Your responsibilities

- Welcoming drivers and ensuring smooth and professional service.
- Keeping trailer information up to date in the rental software.
- Responding to customer enquiries by phone and e-mail.
- Carefully coordinating the rental planning in collaboration with colleagues and workshops.
- Communicating proactively with customers, drivers, colleagues and internal departments.
- Handling and following up on damage claims.
- Inspecting trailers upon collection and return.

Your profile:

- Good knowledge of MS Office and strong general computer skills.
- An interest in transport, logistics and/or technical operations.
- Good command of Dutch and English, both spoken and written.
- Communicative, proactive and customer-focused.
- Accurate, well organised and able to maintain overview, even during busy periods.
- Able to work independently while also being a genuine team player.

Our offer:

- A stable, full-time position with a competitive salary based on your experience and qualifications.
- An independent and varied role with a high level of responsibility.
- Opportunities for personal development and genuine career progression.
- An annual performance review focused on your growth and development.
- A position within a growing international organisation operating in the transport and logistics sector.

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