

Orac Decor – Customer Experience Specialist

Customer Experience Specialist

With an eye for interior design... or two!

Are you ready to support customers around the globe? Perfect! We're looking for a key player to join our customer service team. Oh... Hang on. We haven't told you who we are yet. Let's start with that!

At Orac, we believe every wall is a blank canvas. Where others see a flat surface, we see a world of possibilities. Welcome in the world of Orac. The world of architectural elements, made for walls.

We are a family-owned Belgian company that has been a leader in architectural elements for walls for over 50 years. From our headquarters in Ostend, our innovative products are available across Europe, from Paris to Köln, London, Barcelona, Slovakia, Lecco, and beyond.

Our commitment to sustainability is at the heart of everything we do. We strive to make a positive impact not only today but also for future generations. Sustainability is a core value that guides our choices—choosing the good one for our planet, people, and community.

We believe in a world in which digital technologies and data enhance the customer experience. A solid digital backbone combined with strong local teams is a powerful mix for our growth.

And we need you for this.

As a Customer Experience Specialist, you will:

- Be the backbone of our export team, ensuring happy customers through seamless service from start to finish.
- Manage the entire ordering process for your customer portfolio – from quotations to shipments (including customs procedures). You'll also handle pricing, conditions, credit cycles, and collections.
- Find the balance between customer and organizational possibilities. For that, you work in close contact with colleagues from supply chain and finance.
- Take customer engagement to the next level by following up on leads and adapting global marketing plans into country-specific initiatives.
- Handle complaints professionally while delivering the full Orac customer experience.
- Serve as a product expert by providing technical advice and inspiration.
- Create memorable “wow“ moments throughout your clients' customer journey.
- Collaborate closely with sales colleagues to ensure mutual support and success.

We're looking for someone who:

- Understands what it takes to deliver an exceptional customer experience and loves exceeding expectations.
- Has excellent communication skills and a mature problem-solving mindset combined with optimism and enthusiasm for customer care.
- Is hands-on and ready to tackle challenges beyond their daily tasks.
- Holds a master's or bachelor's degree.
- Speaks English fluently and at least one additional language (eg Spanish, Swedish, Nordic, ...)
- Has knowledge of SAP (a plus but not a deal breaker – we'll teach you).
- Lives near our Ostend office.

And of course, our offer to you...

- We give personality to walls and opportunities to personalities!
- Hybrid working, with home office possibilities.
- Make a significant contribution to our high-potential premium brand with ambitious global reach.
- Competitive salary with extra benefits (life insurance, health insurance, meal vouchers, etc. ..) in line with your experience.
- Enjoy 12 additional paid leave days per year in addition to legal holidays (40 hours work week)
- Colleague discount. We know you'll love interior design, that's why you can start using our colleague discount from day one.
- Innovative environment: work in a dynamic team that values creativity and operational excellence.

PASSION, INSPIRATION and LOYALTY are our values. Join a dynamic company with a fun and stable working environment. We would like to welcome you to our ORACIAN family!

<http://www.oracdecor.com>