

Orac Decor – Customer Experience Specialist

Join Orac — Where Walls Come to Life!

Orac is a global, family-owned company creating architectural elements that transform spaces with style and personality. With 400+ passionate employees, offices in 11 countries, and partners across 90+ markets, Orac thrives on innovation, creativity, and customer care. We empower people, support communities, and care about sustainability — all while delivering products that inspire. Join a company that celebrates success, welcomes fresh ideas, and builds a bright future together.

In your role as **Customer Experience Specialist**, you'll provide friendly phone support to our customers and deliver smooth, hassle-free service and support customer daily operations. Working closely with sales and CEX team, you'll help drive commercial activities and ensure every customer journey is seamless and enjoyable.

What you'll do:

- Be the first point of contact, answering customer calls with professionalism and warmth
- Manage orders from quotes to payments, including returns and complaints
- Support sales by handling leads, quotations, and new customer onboarding
- Keep customer data accurate and up to date in the CRM
- Join projects improving customer care, NPS, and customer events

What we're looking for:

- Excellent, friendly phone manner
- Genuine passion for customer care
- Strong organisational skills and attention to detail
- Team player with a proactive, positive attitude
- Comfortable working with CRM systems

We would like you to be available for an annual one-week trip to Belgium (plus onboarding week) and occasional travel to London for events.

What we offer:

- Private medical insurance
- 25 days holiday + bank holidays
- 7 days paid sick leave
- Hybrid working is available on request (up to 2 days/week from home after probationary period)
- Friendly and supportive environment
- Quarterly turnover-based bonus (post-probation)

If you're ready to join a dynamic, innovative team and help shape an exceptional customer experience, we'd love

to hear from you!

<http://www.oracdecor.com>