



## Position Description

**Job Title:** Customer Operations Specialist (French Speaking)

**Location:** Braine Belgium

**SBU:** AES

**Reports To:** Customer Operations Specialist Leader

### **Purpose**

To provide day-to-day operational support within the OneSource Enterprise Support Center, managing the customer work order process and supporting program accounts for the Belgium. The OneSource Customer Operations Specialist is responsible for the end-to-end lifecycle of customer request support including but not limited to initial intake to invoicing, ensuring high satisfaction and Lean efficiency. This role requires a bilingual professional capable of managing complex service schedules while maintaining strict compliance with contractual and quality standards.

### **Key Responsibilities**

- **Work Order & Request Management:** Process, manage, and monitor customer requests, ensuring all actions comply with specific contractual conditions and service level agreements (SLAs).
- **Maintenance Planning:** Coordinate and schedule preventive maintenance, repairs, and validation services with internal technical teams and third-party providers.
- **Procurement & Finance:** Create Purchase Orders (POs), track service delivery, and partner with the finance department to invoice services falling outside of standard contractual coverage.
- **Data Integrity:** Update and maintain the database daily, ensuring all documentation undergoes rigorous review within the established quality framework.
- **Account Support:** Serve as a primary point of contact for enterprise accounts, providing proactive support and status updates to ensure smooth daily operations.
- **Process Optimization:** Identify bottlenecks in the work order process and suggest continuous improvement solutions to drive a lean operation.
- **Reporting & Compliance:** Assistance in the preparation of monthly business review reports and ensure all activities align with both site-specific and company processes.

### **Role requirements:**

- **Language Skills:** Fluent written and spoken French and English are required to support the regional customer base and internal global teams.
- **Professional Experience:** Approximately 3 years of experience in Customer Service, Operations, or Procurement.
- **Technical Proficiency:** Strong experience in SAP / ServiceMax is highly advantageous; IT must be generally literate with excellent Excel skills.
- **Organizational Excellence:** Proven ability to manage time effectively, prioritize multiple projects, and meet deadlines in a fast-paced environment.
- **Industry Knowledge:** Experience in Life Sciences, Environmental Health, or a regulated quality framework is a significant asset.
- **Mindset:** A customer first mindset and a high level of commitment to resolving customer issues.

**Competencies:**

- Customer Focus: The understanding that customer priorities are to be dealt with in a timely manner and urgency.
- Collaborative Spirit: Able to work effectively as an individual contributor while maintaining strong communication within a team matrix.
- Learning Mindset: Open to mastering new tools to intentionally grow and develop within the role.
- Professional Presence: Conveys self-confidence and communicates clearly, building trust and goodwill with customers and 3rd party providers.