



About XSYS

XSYS is a global provider of integrated solutions for the flexographic, letterpress and pre-press printing markets, offering photopolymer plate processing systems, sleeves/adapters, and complementary workflow technologies. With a strong focus on customer success, we combine deep technical expertise with service and support to deliver consistent quality and productivity for printers, converters, and trade shops.

Are you experienced in order management and customer operations, with strong SAP knowledge and a proactive approach? We're looking for a **Customer Service Specialist (f/m/d)** to ensure smooth order processing and efficient collaboration across teams.

Customer Service Specialist (f/m/d)

Your responsibilities

- Process orders in SAP, including necessary customs and export documentation
- Create offers and proforma invoices according to approved commercial conditions
- Prepare credit and debit notes
- Manage customer accounts and follow up on payments
- Handle the return process, checking and booking returned goods

- Be the key contact for production, warehouse, and service teams
- Manage the order desk mailbox and internal/external correspondence

Required qualifications

- Bachelor's degree in Business Administration or similar, or equivalent experience
- Pragmatic, hands-on, and solution-oriented approach
- Strong SAP SD/MM knowledge
- Excellent communication skills and proactive attitude
- Fluent in English; Dutch is a plus. Other languages are an asset

Benefits

- A modern, international working environment with flat hierarchies and short decision-making processes
- Exciting career and development opportunities within the company
- Flexible working hours with occasional home office days
- An attractive compensation package
- A variety of employee benefits, e.g., bike leasing or health programs

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