

Vacancy Title

KLG Europe is a global logistics service provider. We offer a wide range of services, various transport modalities, and deliver logistics solutions to customers across a diverse range of industries. Quality is at the heart of everything we do. We work closely with our customers to develop tailored solutions and are known for being innovative, proactive, and entrepreneurial. At KLG, we provide Borderless Logistics and an exceptional level of service. As a result, the Key Account Department is a crucial link within our organization.

As a Key Account Representative, you have a thorough understanding of your customers' supply chains and all related processes. You place the customer at the center of everything you do and build strong, long-term relationships based on trust and partnership. It is your responsibility to support customers with all their questions, resolve issues efficiently, and ensure they receive the highest level of service. Daily, you actively gather information internally and provide customers with proactive updates and feedback.

You will be part of a dynamic and supportive team where collaboration is key, both within the department and across the wider organization. Together, you ensure that all logistical challenges are resolved effectively and efficiently. At the end of the day, you can go home knowing that, as a team, you have made a real difference for your customers.

What will you do?

- Managing correspondence, emails, and telephone communication with customers
- Answering customer inquiries and, where necessary, redirecting or escalating them to the appropriate contact person;
- Collecting and proactively providing information regarding services and operations;
- Establishing and maintaining clear agreements with key accounts;
- Receiving customer orders and processing them accurately in our Transport Management System (TMS);
- Confirming and closing shipments in both internal and external systems;
- Monitoring and ensuring compliance with agreed Key Performance Indicators (KPIs);
- Preparing, maintaining, and analyzing various reports;
- Contributing to the continuous improvement of work processes and encouraging related initiatives;
- Ensuring effective communication, alignment, and information transfer within the Key Account Department as well as with other departments across the organization.

What KLG Europe Offers

- A professional and knowledgeable team that works together to achieve results, allowing you to look back on your workday and complete tasks with satisfaction;
- The opportunity to work for a growing and financially healthy logistics service provider, where strong values and principles have played an important role for decades;
- Competitive employment conditions, including an attractive salary based on a full-time position;
- A role within an accessible and informal organization, characterized by short lines of communication and a hands-on culture;
- Plenty of attention and opportunities for training, personal development, and career growth;
- A base entitlement of 26 vacation days per year on a full-time basis. In addition, you will receive an extra day of leave for every five years of service (our loyalty days);
- Friday afternoon drink at the KLG Café, the perfect way to wrap up the week with colleagues;
- Fun team activities, social events, and company outings.

Watch our video about working at KLG Europe.: [Werken bij KLG Europe](#).

Your Profile

- You have at least an MBO (vocational college) level of education and thinking;
- You have several years of experience in a similar role within the logistics sector;
- You possess a good command of Dutch, English, and German, both written and spoken;
- You have strong communication skills, are confident in your interactions, and maintain a customer-focused attitude;
- You are accurate, proactive, stress-resistant, and a true team player;
- You are solution-oriented and have an innovative, “out-of-the-box” mindsets

KLGEurope

KLG Europe is a global logistics service provider. We offer a wide range of services, various transport modalities, and provide our logistics solutions to customers across multiple industries. Quality is of utmost importance at KLG. We work closely with our customers to find the best solutions and are known for being innovative, proactive, and entrepreneurial. At KLG, we deliver Borderless Logistics and an exceptional level of service. As a result, the Key Account Department plays a vital role within our organization.

Location

Venlo

Interested?

Ready to take the next step in your career with KLG Europe? We'd love to hear from you! Send your application to sollicitaties@klgeurope.com

For any questions, please contact Sanne van Aerts 077-4402320

For more information about KLG Europe, please visit our website.

www.klgeurope.com or www.werkenbijklg.nl.