



### **TotalEnergies Corbion**

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**Vacancy title:** Logistics and Customer Service Support

**Department:** Supply Chain

**Location:** Gorinchem, The Netherlands

**Publish date:**

## **We're hiring! Are you our Logistics and Customer Service Support Specialist?**

TotalEnergies Corbion is a global technology leader in bioplastics made from Poly Lactic Acid (PLA). Our products offer a 75% reduction in carbon footprint compared to most traditional, fossil-based plastics! Our core belief is that our Luminy® PLA bioplastics have a real and meaningful impact toward **creating a better planet for current and future generations**.

Our core values are Safety, Integrity, Ambition, and We enable others to do good. And we act like it. In addition, we actively embrace diversity in how we work together and contribute towards our shared objectives and values. By joining TotalEnergies Corbion, you will become an employee in a company where you can feel pride of your achievements and develop your career with global prospects.

### **What is the purpose of the job?**

The main purpose of the job is to make sure that you guide and follow our customers through the supply chain process and ensure we have a good quality delivery at the right location at the right time. It's a broad role where you specialize in customer service as well as logistics. As you are the one ensuring our product is delivered on time, you are highly visible in the organization and you demonstrate the ownership to get your job done by making use of data analysis. And because you ensure frequent communication with the customers and understand change in needs or new opportunities and pass the information through the relevant channel. You are part of our Global Supply Chain team and responsible for the EMEA customer portfolio.

### **What is your specific duty?**

As the Customer Service and Logistics Specialist, you play a crucial role bridging Sales and Supply Chain functions.

- You collaborate closely with the sales team, maintaining accurate forecasting data in our OMP forecasting system. Your primary focus is optimizing the customer's buying experience and enhancing the "order to cash" process. You contribute to training colleagues, generating efficiency improvement ideas, and executing projects that support the Global Supply Chain, such as enhancing global communication and goods flow.
- Within the EMEA Supply Chain, you manage inventory based on sales targets, available stock, re-supply orders, and lead times. You take charge of outbound

logistics from the local warehouse to customers, carefully selecting transportation options that balance customer requirements, logistical considerations, and cost efficiency. Your responsibilities also include ensuring accurate carrier information on bill of lading, coordinating delivery and pick-up appointments with carriers, and working closely with warehouses.

- Collaboration with the sales team is essential, as you support lead generation efforts, qualify prospects, and contribute to achieving sales targets. This dynamic balance between customer service and sales responsibilities allows you to foster strong customer relationships while driving business growth. Additionally, you engage with customers regarding planning, forecasting, receivables, alternative product options, and packaging solutions.
- In addition to your regular responsibilities, you serve as a backup for the Global Network Planner, stepping into their role when needed.

This hybrid position is based at our headquarters in Gorinchem and reports directly to the Global Supply Chain Director.

### **What does your background and skillset look like?**

It's useful if you recognize yourself in the below profile.

- **Experience:**
  - Experience in a customer service or support role in a company that produces and distributes physical products.
  - Having experience with Sales and Operations Planning (S&OP) is preferred.
- **Knowledge & Skills:**
  - Excellent communication skills, including fluency in English and preferably proficiency in one other language.
  - Proficiency in data analysis, utilizing tools such as Excel or extracting data from our ERP system. Ability to analyze logistics data, identify trends, and make data-driven decisions to optimize processes and enhance overall efficiency.
  - Strong teamwork and collaboration mindset, working effectively with cross-functional teams worldwide, including sales, procurement, and operations, to ensure seamless order fulfillment and exceptional customer satisfaction.
  - Solid problem-solving capabilities, utilizing analytical and critical thinking skills to address customer complaints, overcome logistics challenges, and provide effective solutions.
  - Adaptability to swiftly adjust to evolving customer demands, changing logistics requirements, and dynamic industry landscapes, all while maintaining a high level of customer service.
  - Most importantly, a desire for a broad role within logistics and customer service, where you have the autonomy to operate and enjoy the responsibility of managing the entire supply cycle.

*These criteria are an indication of the profile we are looking for. Research shows that male candidates often apply when they see a 60% match with the profile, while women only apply when they see a 100% match. If you don't meet all the criteria but you do believe that this is the right position for you, we kindly invite you to apply anyway or get in touch.*

### **Who are we and what do we offer you?**

Of course, we offer competitive remuneration and benefits, and your location will be in our headquarters in Gorinchem. Our company is made up of talented, dedicated people – people who share a purpose and a vision.

*Our employees are passionate about what they do: they are experts in their field, eager to develop for the future and motivated by developing sustainable solutions  
Our leaders are our role models, they guide us the way to sustainable innovation by expressing our core values and competencies*

We offer you the chance to join a global fast-growing company with a mission to create a better planet for current and future generations:

- Culture to empower people and where your initiatives and ideas make a real difference
- International focus with truly diverse teams
- Friendly & informal culture in a demanding professional environment

Fulltime availability is strongly preferred.

### **Interested? Get in touch!**

We are looking for the best match from both sides. Thus, we will follow the process below to see if there is a potential match for both of us!

This process starts by submitting your resume and cover letter to Tessa Blok (HR Manager) [tessa.blok@totalenergies-corbion.com](mailto:tessa.blok@totalenergies-corbion.com) and we will guide you through the rest of the process.

