

Customer Service Team Leader:

Location: Heerenveen, Netherlands (On-site)

Employment Type: Full-Time

Reports to: Sales & Customer Service Director

About the Role:

ACL Hygienics as part of Tridon Europe is a global leader in flow control solutions for the pharmaceutical and food & beverage sectors. We are seeking an experienced and people-focused Customer Service Team Leader to lead and develop our dynamic customer service team at our Heerenveen site. This role is essential in ensuring operational excellence, empowering team performance, and maintaining a high level of customer satisfaction in alignment with our commitment to service and growth.

Key Responsibilities:

- Lead and support the Customer Service team to ensure daily operations run efficiently and professionally.
- Act as the point of escalation for customer issues and resolve them with a solution-oriented mindset.
- Coach, develop, and motivate team members to achieve service KPIs and personal growth goals.
- Foster collaboration across departments including Sales, Supply Chain, and Operations.
- Ensure accurate handling of orders, quotations, inquiries, and complaints.
- Analyse customer service data to drive improvements in processes and performance.
- Ensure compliance with internal procedures and support continuous improvement initiatives.
- Represent Customer Service in cross-functional projects and meetings.
- Report regularly to the Sales & Customer Service Director on team performance and customer trends.

Key Requirements:

- Higher education degree or equivalent experience.
- Proven experience in a team leader or senior customer service role (3+ years).
- Fluency in English and Dutch; additional European languages are a plus.
- Strong leadership and coaching skills with a hands-on attitude.
- Excellent communication, problem-solving, and conflict resolution abilities.
- Experience with ERP and CRM systems (Salesforce and SAP preferred).
- Customer-focused mindset with the ability to manage multiple priorities.
- Reliable, organized, and performance driven.

With 38+ years of European manufacturing excellence, ACL Hygienics supplies high-quality hygienic components to the global pharmaceutical industry. Our certified products are trusted for critical health and safety applications, backed by a strong commitment to innovation and quality. We are more than a workplace - we're a values-driven community where people come first.

Join us at our Heerenveen location and lead a high-performing team in a company that values your contribution, your leadership, and your growth. Apply today by contacting bfallon@tridon.eu to start your journey with Tridon-Europe.