

Inside Sales/Customer Service Representative:

Location: Heerenveen, Netherlands (On-site)

Employment Type: Full-Time

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 a proactive and customer focused Inside Sales/Customer Service Representative to join our team at the Heerenveen site. You will be central to supporting our sales efforts and ensuring a high level of customer satisfaction by managing RFQs, strengthening client relationships, and contributing to commercial activities across Europe.

Key Responsibilities:

- Support the Sales team to achieve performance targets.
- Build and maintain strong client relationships.
- Manage customer inquiries and RFQs from interest to order.
- Lead customer projects and participate in pricing negotiations.
- Prepare quotations, follow up on offers, and create sales reports.
- Visit clients to explore and present future opportunities.
- Cooperate with Customer Service and maintain CRM and ERP data.
- Assist in managing overdue receivables and reviewing contracts.
- Provide support to Account Management (up to 25%).

Key Requirements:

- Higher education qualification.
- Fluent in English and Dutch; additional European languages are a plus.
- 2+ years of experience in Sales, Customer Service, or similar roles.
- Strong technical knowledge and negotiation skills.
- Experience with Microsoft Office, ERP systems, and CRM tools (Salesforce and SAP preferred).
- Reliable, detail-oriented, and able to work independently.
- Customer-focused with strong communication and time management skills.
- Ability to thrive under pressure and adapt to changing priorities.

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 are a values-driven community where people come first.

Join us at our Heerenveen location and be part of a company committed to its people, its customers, and its future. Apply today by contacting bfallon@tridon.eu to start your journey with Tridon-Europe.