

# Vadigran – Customer Service & Order Support - Valadis

## Your role

Valadis is the logistics branch of the Vadigran group. Order processing, warehousing and transport — for Vadigran and for other players in the pet industry who trust us to deliver.

We are looking for a motivated and structured Customer Service & Order Support employee to join our team — someone who brings energy, clarity and genuine commitment to every customer interaction.

You join a close and supportive team, with a hands-on team lead who knows the business inside out. Teamwork, straight communication and a good atmosphere are part of our DNA — because that is what makes people actually want to come to work in the morning.

You are a **key player**: incoming orders, customers on the line, export documents, complaints to handle. Never on your own, but with real autonomy. And the satisfaction of knowing that what you process in the morning reaches a customer the next day.

## What you do

- Processing and follow-up of **incoming orders** : the heart of the job
- Managing emails and calls in **FR · NL · EN**
- Professional follow-up of **complaints**

- Managing **export customers** : phytosanitary and customs documents, invoicing, transport follow-up
- **Coordination** with logistics and transport teams

From day one, you will spend time with our logistics and transport team : "**a day in the life**" moments that give you a concrete understanding of the impact of your work, from order processing to delivery at the customer.

### **Who you are**

- **Trilingual** FR · NL · EN : spoken and written
- **Energetic and positive** : a good atmosphere is built together
- **No 9-to-5 mentality** : our customer service runs between 7.30am and 5pm on a team rotation. Jumping in when needed comes naturally to you.
- **Curious and proactive** : you spot what can be done better and you say so
- **Comfortable with change** : digitalisation is well underway and processes are evolving
- **Reliable and supportive** : your team can count on you, and you on them
- **On site every day** : the collaboration with logistics requires it

*Continuous improvement isn't just a buzzword here — it's how we actually work. Processes are evolving, digitalisation is in full swing, and if you're the kind of person who spots a better way of doing things and speaks up, you'll fit right in.*

## **What we offer**

- **Full-time contract** : 37h/week

- **20 days of legal leave** + up to 4 additional days (PC 226)
- **Competitive salary** : meal vouchers, eco vouchers, commuting allowance
- A real place in a **human-sized team**
- A job where you **see the concrete impact** of what you do, every day
- **Internal and external training** to keep growing
- **Staff discounts** on our products : a welcome perk when you love animals
- **Quarterly team event** with the whole group
- And yes : your dog is welcome ?

<https://www.vadigran.com>