



Job Title Customer services assistant, Allflex Livestock Intelligence

Department: ALLFLEX Livestock Intelligence

Position Location: Netherlands and Flanders

Requisition ID: AFSE#010

Allflex Livestock Intelligence is the world leader in the design, development, manufacturing and delivery of solutions for animal identification, monitoring and traceability. Our data-driven solutions are used by farmers, companies and countries to manage hundreds of millions of animals worldwide. By putting intelligent, actionable management information into farmers' hands, our solutions empower them to act in a timely manner to safeguard their animals' health and wellbeing, while achieving optimal production outcomes for a healthy food supply. Allflex Livestock Intelligence is a Livestock portfolio of digital products within MSD Animal Health.

As the largest provider of animal identification technology, we meet growing customer needs by providing over 500 million tags for identifying, tracking and monitoring animals every year and we monitor over 5.5 million cows daily, which allows access to real-time, actionable data and insights to help improve or enhance animal management and health outcomes.

With over 60 years of experience and around 1,900 team members worldwide, we have a global network of experts, each with a great depth of experience and unparalleled knowledge, who provide a valuable resource to farmers, companies and countries. Allflex Livestock Intelligence has manufacturing and technology subsidiaries in North America, Europe, Israel, South America, China, Australia and New Zealand. Our products are distributed in over 100 countries.

Through its commitment to the *Science of Healthier Animals*®, MSD Animal Health offers veterinarians, farmers, pet owners and governments one of the widest ranges of veterinary pharmaceuticals, vaccines and health management solutions and services as well as an extensive suite of digitally connected identification, traceability and monitoring products. MSD Animal Health is dedicated to preserving and improving the health, well-being and performance of animals and the people who care for them.

For more information visit <https://www.allflex.global/>.

Job Description:

- Customer services assistant

Sales administration tasks

- Assist the sales in their daily job
 - Administration on leads
 - Prepare offers
 - Prepare orders

- Follow up the administration with the customer (farmer) (CMR documents, Follow up on payments, Follow up on deliveries)
- Product installation planning and alignment

Customers/ Technical services

- Follow up issues by phone, mail and resolve them with the regional helpdesk
- Perform remote installations on pc when needed
- Prepare technical link between SenseHub and third parties on installation
- Product warranty management

Sales and marketing assistance

- Proofreading
- Agricultural fairs, attend and practical organization
- Practical organization meetings (site venue, hotel...); open days, farmer meetings ...
- Meetings with team

Qualifications:

Education Minimum Requirements

Experience & Skills

- At least 3 years' experience in cattle farming
- Previous experience in help desk or customer support is an asset
- High customer and service orientation
- Well-developed communication and analytical skills
- Good knowledge of the operating systems and relevant hard- or software
- Good problem-solving skills and focus on quality
- Serenity in challenging situations
- Can work independently
- Good oral and written communication skills in English.
- Has good interpersonal skills, an ability to listen, a capacity for persuasion, creativity, dynamism, thoroughness and method in his/her work, strong analytical skills, is a good speaker, is well organized.

Required language:

Dutch (mother language),

Good knowledge of English

French is an asset

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Job: Job Function (customer services)

Travel: Home office, no travelling will be required

To **Apply Now**, please send your resume to AntelligJobs@MSD.com with the Acquisition ID included in the Subject.