

Naïf is hiring an Operations and Customer Support Specialist, based in The Hague NL

Introduction

Naïf is more than just a company to work for: it is a brand with natural skincare products coming straight from our hearts. We strive to improve ourselves every day. Innovative ideas and your input are greatly valued. Creativity is highly appreciated and stimulated. We are a fast growing scale-up based in Scheveningen and are operating on an international level. This results in new and exciting challenges every day that we all face with great passion.

Follow us on [LinkedIn](#) for our latest updates and newest vacancies!

www.naifcare.com

Applications to sjoerd@naifcare.com / 070-2210021

About the position: Operations and Customer Support Specialist

In this role you will manage the supply chain and operations of our fast growing scale-up. You control the heart of our operation and will manage procurement, customer service and logistics processes. You are the link between our manufacturers, our warehouse and our sales team. For our webshop-, retail- and international customers you are the first contact for all operational issues. Your project management skills make organising big project like tradeshow (e.g. Negenmaandbeurs, Cosmoprof, etc.) a piece of cake.

Type of person we are looking for:

- Truly loves helping our customers and is commercial minded
- Is an organisational wizard that loves coordinating and solving problems. Is a “fixer” that can get things done
- Great team player and willing to go the extra mile in the job
- Tech savvy: enjoys working with Excel, planning tools and IT systems
- Has the right attitude: drive, flexibility and energy in an ambiguous, relentless and fun environment
- Has 2-5 years experience in operational role
- Is fluent in Dutch and English

What you will do:

- Be the spin in the web within the Naïf team. Supports the sales & marketing team, helps our customers and manages our logistic providers

- Manage inventory planning and forecasting. Control stock levels, orders and coordinate production schedule with our suppliers
- Coordinate (national and international) orders ensuring flawless fulfillment, documentation and shipments of our products
- Manage projects such as tradeshows and sales & marketing initiatives

What we offer:

- An independent and challenging full-time position where you can make impact and develop yourself
- An international environment shared with an ambitious and successful team, that is building a fast growing skincare brand
- An beachfront office in Scheveningen
- A start-up culture full of energy, fun and flexibility
- Lifetime supplies of Shampoo and Nurturing Cream