



BUSINESS SUPPORT SPECIALIST

36–40 hours per week | Heerlen, the Netherlands

About Fluent Wave

Fluent Wave B.V. develops and manufactures high-performance components for medical and industrial X-ray imaging systems. From our facility in Heerlen, we serve an international customer base in a specialized, technology-driven manufacturing environment. Quality, reliability and responsiveness are central to the way we work.

The Role

As Business Support Specialist, you are the operational link between our customers and Fluent Wave's Sales, Operations, Finance, Procurement and Technical teams. Your focus is customer service, sales-order administration and business support, together with selected purchasing and administrative activities. You report to the Team Leader Business Support.

Key Responsibilities

Customer Service & Order Management

- Manage customer orders from entry through delivery, invoicing, returns and credits.
- Maintain accurate customer, pricing, delivery and order information in SAP Business One.
- Communicate with customers regarding orders, delivery schedules and routine commercial matters.
- Monitor on-time delivery and escalate potential customer or delivery problems early.
- Support customer forecasts, quotations and related documentation.

Sales & Internal Coordination

- Support Sales with quotations, customer information, forecasts and order follow-up.
- Coordinate with Sales, Engineering, Production and Finance so customer commitments are understood and executed.
- Prepare accurate information for customer and management reviews.

Procurement & Supplier Administration

- Create purchase orders for approved materials, products and services and maintain accurate pricing and delivery dates.
- Follow up with suppliers on confirmations, deliveries and routine supply issues.
- Maintain supplier and material-master information and support quotation comparisons and alternative-source reviews.
- Escalate significant supplier pricing, delivery, quality or continuity risks.

Finance & Process Support

- Support invoicing, credit-note administration and resolution of purchase-order or invoice discrepancies.
- Maintain complete records and help improve the accuracy and efficiency of business-support processes.

Role boundaries: Commercial strategy, key-account management, final pricing, strategic sourcing, significant supplier negotiations and final supplier selection remain with the responsible managers.

What We Are Looking For

You are organized, accurate and comfortable working in an international manufacturing environment where priorities can change quickly. You should have:

- MBO+ working and thinking level, preferably in business administration, supply chain, logistics or a related discipline.
- Relevant experience in customer service, order management, procurement support, supply chain or a comparable position.
- Experience with SAP Business One or another ERP system; SAP Business One experience is an advantage.
- Strong administrative, organizational and prioritization skills, with close attention to detail.
- A practical, proactive and customer-oriented approach.
- The ability to work independently while contributing effectively within a small team.
- Confidence communicating with customers, suppliers and colleagues across different functions.
- Good command of Dutch and English, both written and spoken.
- Comfort working with technical products and information; manufacturing or technology experience is an advantage.

Personal Qualities

- Professional, dependable and solution oriented.
- Open and direct in communication.
- Willing to take responsibility and support colleagues when priorities require it.
- Able to identify and escalate problems before they affect the customer.
- Discreet when handling confidential customer, commercial or company information.

What Fluent Wave Offers

- A varied position with visible responsibility in an international technology company.
- Direct interaction with customers, suppliers and multiple functions within Fluent Wave.
- Opportunities to develop your knowledge and responsibilities, supported by appropriate training.
- A competitive salary, depending on experience and qualifications.
- 27 vacation days and 13 ADV days for full-time employment, in accordance with company arrangements.
- Employer contribution to the company pension scheme.
- Employment of 36–40 hours per week.

Interested?

If you are interested in joining Fluent Wave as our Business Support Specialist, please submit your CV together with a cover letter explaining your relevant experience and interest in the position to Loek Vandenbroek.

Recruitment contact: Loek Vandenbroek | Loek.vandeBroek@fluentwave.com

Fluent Wave B.V.

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