



What came first: the chicken or the egg? The only thing that matters is the end result.

Evonik Porphyrio is a KU Leuven University spin-off coming from the Bioscience Engineering department. Founded in 2013, Porphyrio takes up a protagonist role in the digital revolution of the livestock production sector. Since 2018, Porphyrio is part of the Evonik Group. Technologies such as Big Data ICT & IoT, will play an important role in one of the biggest challenges we are facing in this world: feeding 9-10 billion people by 2050!

For our office in Leuven (Belgium) we are currently searching for a (m/f)

CUSTOMER CARE MANAGER

What can you expect?

In your role as Customer Care Manager, you have a central role in our growing operational team - located region Leuven - of Bio-engineers, data-engineers, biostatisticians and developers. Moreover, you are the link between the development side and our customers. You guide, steer and carry out the complete client trajectory for connection to the Smart Farm Assistant. After connection, you take care of the after sales support and customer care. Collecting customer feedback, you provide input to our roadmap for improving the Smart Farm Assistant and developing new features.

Who are we looking for?

- Professional knowledge of (international) livestock production in general, and poultry production in particular.
- Bachelor livestock production/animal science or equal by experience.
- Strong communicator, empathic and customer focused, ready to help solving the problems of our customers worldwide, enthusiastic towards both customers and colleagues.
- Handling and processing data is something you like to do.
- Basic knowledge of and feeling with ICT and open to improve it.
- Perfect English and French and/or Dutch. German, Spanish, Portuguese are a strong plus.
- Knowledge of concepts such as FTP, SFTP, Remote desktop, webservice, xml, json, databases (sql) are a plus, also additional experience with packages such as Matlab, Python, R, SAS, JMP.

What are we offering?

A challenging and key position in a young, dynamic and growing company which is in the middle of Cloud/Big Data/AI revolution in the Agrisector, with ample possibilities to develop yourself with the company. We offer you a competitive salary, based on experience and results, the necessary technical tools for you to do your work and extra-legal advantages such as meal vouchers, health care, group insurance, eco vouchers.

Enthusiastic when you read about this opportunity?

Send your application now to info@porphyrio.com

Evonik Porphyrio® NV
Diestsevest 25
3000 Leuven

info@porphyrio.com
www.porphyrio.com