

3D Systems is looking for a motivated

## ORDER MANAGEMENT COORDINATOR

---

### ABOUT 3D SYSTEMS

As a full-service solutions partner, we deliver industry-leading 3D printing technologies, materials and software to high-value markets such as medical and dental, aerospace, space & defense, transportation & motorsports, AI infrastructure, and durable goods. Each application-specific solution is powered by the expertise and passion of our employees who endeavor to achieve our shared goal of Transforming Manufacturing for a Better Future.

### JOB DESCRIPTION

We are looking for a proactive and detail-oriented Order Management Coordinator to manage spares, warranty and field service orders. This role combines order administration, post-installation tracking, and customer engagement to ensure accurate entry and closure of service orders. Working from our Leuven office, in a hybrid schedule, you will collaborate with internal teams including Sales, Order Management, and Accounts Receivable to support revenue generation and operational efficiency.

### TASKS & RESPONSIBILITIES

- Fast paced order Entry in ERP system (Oracle)
- Reviewing the customers' orders when in hand (obtain approvals for discounts, non-standard payment terms, etc.).
- Support and process of all sales orders relevant to the OM department focused on spares, warranty, field service orders and credits associated with faulty goods.
- Follow through orders to ensure timely dispatch, resolving any delivery queries that may arise
  - Managing shipments and deliveries and responding in a timely fashion to all requests
  - Ensuring all orders are processed and completed and followed through in line with SOX procedures
  - Any ad hoc administration tasks which are required from time to time
  - Monitor OM mailbox, act and respond accordingly
  - Work closely with several teams (Account receivable – Logistics)

## PROFILE

### Education & Experience

- Strong customer support administration background with experience of a recognized service management system.
- Experience with Oracle and Salesforce Service Cloud is highly preferred.

### Skills & Abilities

- Strong order entry and administrative skills.
- Proficiency in Microsoft Word and Excel; reporting experience is a plus.
- Understanding of sales accounting processes, purchase orders and invoicing.
- Ability to work independently in a fast-paced environment.
- Strong problem-solving skills and customer-focused mindset.
- Effective communication across internal teams and with customers.
- Commitment to continuous improvement and operational excellence.
- You have a good knowledge of Dutch and English, both written and spoken

## WE OFFER

- A challenging job in a young and dynamic team
- A competitive salary and additional non-statutory benefits
- Hybrid working schedule with home base in our Leuven office
- Career opportunities in a global company with exponential growth

This is a dynamic opportunity to contribute to both customer satisfaction and internal efficiency. If you enjoy working with orders, systems, and cross-functional teams—and thrive in a structured, fast-paced environment—we'd love to hear from you.

## INTERESTED?

Send your resume and motivation letter to:

[BelgiumCareers@3dsystems.com](mailto:BelgiumCareers@3dsystems.com)