



Dutch/English Prospecting Lead and Customer Service Support Part time 3/5th

ABOUT ROTORDC

RotorDC (also known as Rotor Deconstruction) is a Brussels-based cooperative founded in 2016, stemming from research by ASBL Rotor since 2005. Its mission is to make material reuse a standard professional practice, reviving an approach that was once common, by raising awareness and circulating a wide range of finishing, construction, and furniture materials.

The cooperative manages the full reuse chain—from deconstruction and sorting to reconditioning, storage, and sales via an online platform and a showroom open five days a week. RotorDC plays a central role in the regional reuse ecosystem, collaborating with institutions, contractors, developers, and designers to reduce the sector's environmental impact and create rewarding, responsible jobs.

JOB DESCRIPTION

RotorDC is seeking a bilingual Dutch/English Prospecting Lead to also support customer service in part time.

You will join a dynamic commercial team, including a Commercial Director (also handling French-speaking prospecting and part of client service), four sales associates (responsible for client reception, showroom presentation, and order preparation) and two interns. You will collaborate closely with the acquisition and process teams and actively participate in the cooperative's life.

The challenge of this role is marketing a wide range of second-hand materials, considering their qualities and specificities, while integrating the environmental and social values that form the core of RotorDC. The stock is constantly changing: some ranges are stable and functional, while others are rare, exceptional, or large-scale. The Prospecting Lead will maintain strong relationships with regular clients while opening new opportunities to circulate more materials under optimal conditions.

You will also support the commercial effort by assisting with material promotion, order follow-up, and client management. This position is part of a strategic development phase at RotorDC, with the creation of new synergies at our Evere site.

RESPONSABILITIES AND MAIN TASKS

Prospecting

- Identify and develop new distribution channels to maximize the circulation of materials.
- Manage prospects and opportunities, reach out to new clients and partners, and develop collaborations that strengthen the resilience and sustainability of the regional ecosystem.
- Participate in sector events to increase visibility and expand the network.
- Analyse the results of prospecting activities and propose adjustments to optimize impact.

Customer Service

- Estimate and invoice services; organize deliveries, storage, and workshops to ensure smooth operations.
- Coordinate order preparation and provide after-sales support for recovered materials.
- Identify procedural improvements and participate in their implementation.
- Collect and analyze customer feedback to optimize service quality.
- Stay alert to market opportunities to improve services (delivery options, reliable partners, complementary services).

REQUIRED SKILLS

- Full proficiency in Dutch and English, both written and spoken; good spoken French.
- Excellent interpersonal and negotiation skills, with the ability to explain products and services to both professional clients and the general public.
- Proactive, visionary, persistent, and strategic in prospecting.
- Strong organisation and time management, handling prospecting, client follow-up, and order coordination simultaneously.
- Adaptability and flexibility to work with a fluctuating stock and a variety of materials.
- Team-oriented, collaborating across cooperative teams (acquisition, process, commercial).
- Knowledge of materials, construction, circular economy, and the second-hand market in Belgium.
- Clear, respectful communication aligned with cooperative values.
- Conflict management and after-sales support.
- Analytical skills and ability to produce reports to track performance and adjust actions.
- Knowledge of Odoo ERP is a plus.

CONDITIONS

- Length of contract:
 - 6-month fixed-term contract with the possibility of extension to an indefinite period, from November at 3/5ths;

- Place of work: Avenue de Bâle 3, 1140 Evere (SNCB Bordet station, MIVB “Da Vinci” stop), with the possibility of home working;
- Status: employee, fixed-term contract;
 - Salary: depends on the experience (Senior scale: 3/5th = €1849.46 Gross) + double holiday pay, annual sector bonus (CP200) and ecocheques, end-of-year bonus, reimbursement of travel expenses, meal vouchers, telephone expenses reimbursed, ;

SUBMISSION OF APPLICATIONS

Applications must be sent by **26st of October** (end of day) to yannickivanov@rotordc.com.