

Peleman Industries – Customer Engagement Executive

Your role

Do you enjoy turning digital interest into real conversations with customers?

Do you like working with **content** and **campaigns**, and actively **following up** on the **response** they generate?

Do you take **initiative**, pick up the phone and naturally **engage customers**?

Then you might be the **Customer Engagement Executive** we are looking for.

At Peleman, we believe that every message deserves to stand out. As a marketing-driven organization, we help brands elevate their content with premium printed presentation solutions that make an impact. Visually, tactilely, and emotionally.

A brand is defined by the customer's experience.

The experience is delivered by the employees

We help professionals present information in a sustainable and impactful way. For our UK team in Horsham, we are looking for a commercially minded and digitally strong Customer Engagement Executive who **conne**

When work and passion come together, wonderful things happen.

Your role

- You're the link between our **digital presence** and our **customers**.
- You follow up on warm **leads** generated through our webshop, campaigns and social media, pick up the **phone**, ask the right **questions** and **guide** customers towards the **right solution**.
- You don't wait for customers to come to you, you **reach out**, follow up and keep the conversation going.
- Alongside the commercial side, you contribute to **content** and **campaigns**.
- You help shape **segment-focused communication** for hospitality, real estate and funeral professionals, support email flows, improve webshop pages and translate customer conversations into concrete insights for the marketing team in Bel
- You work closely with your team in the UK and collaborate daily with the marketing and sales teams in Belgium. You report to your UK Customer Engagement Team Lead.

What you bring

- 3 to 5 years of experience in a commercial and/or marketing role
- Comfortable proactively reaching out to customers by phone, email and digital channels
- Hands-on with digital tools: CRM, email marketing, social media, content creation
- Strong communicator, written and verbal, with a commercial mindset
- Structured in your follow-up, curious and not afraid to take ownership
- Bachelor's degree or equivalent experience in marketing, communication or a related field

Happiness at work.

With us, it's not just about attracting the best talent, but also about creating a pleasant atmosphere in the workplace. Personal attention and employee satisfaction are highly valued at Peleman, and you can feel that in everything we do. So if you want to work in a company where attention to the individual and a positive atmosphere are central, this is the ideal opportunity for you.

What we offer

- A key role in our growing UK team.
- A dynamic and entrepreneurial environment within an international company.
- Close collaboration with marketing and sales.
- The opportunity to shape customer engagement and segment growth.
- A company culture focused on sustainability, innovation and long-term relationships.
- An attractive salary package with flexible benefits.

Interested in combining social media, digital marketing and real customer engagement?

One Team, One Goal.

Interested?

Do you get energy from international growth, strong partnerships and tangible solutions?

Do you feel addressed by this role and our values?

Then we would love to hear from you.

Convince us that this is your next step.

Apply now and help us strengthen our customer journey in the UK.

<https://peleman.com/nl/>