C9 International

Customer Service Consultant

WORKPLACE: BRUSSELS

About C9 International

C9 empowers businesses to create and continuously improve exceptional customer journeys by understanding the needs and perspectives of their customers.
We deliver results through **strategy development, personal and team coaching, expert integration.**
We transform (y)our customers into fans!

Are you triggered by this opportunity? Do you feel that you have something to contribute, even if not all requirements are fulfilled? Contact us today and send your application to:
jobs@c9-group.com

www.c9-group.com

Customer Service Consultant
C9 Customer: Major Mobility Solution Provider (type: car industry)
Workplace: Brussels

What do we do for customers (customer service)?

Our Customer Service teams have two main tasks:

1. informing the clients of our customers as good as possible, for which we deliver inbound and outbound services (via telephone, chat,)
2. helping clients who have issues or/and complaints about the services and/or products of our customer.

We do not simply handle claims as if claim handling would be a production process, that is NOT the way we operate. We always go that extra mile! We can only be satisfied if customers are fully satisfied with the solution we have provided. The average NPS* score of our services often lies above 75, this is considered to be an industry benchmark. For this reason, we are considered as best-in-class by most of our customers.

To achieve such a high score, we focus on quality, empathy and speed at the same time. In about 80% of the cases, we deliver a well profound solution to the customer within 48 working hours.

As a C9 Customer Service Consultant, your primary task is to listen and understand the needs of individual customers and make sure these customers get a (tailer made) solution. Each and every one of these customers are different, so we don't believe in standardized solutions. To find these solutions, you will have daily contacts with all stakeholders involved (inside and outside the organization of our customer).

In order to be able to fully satisfy customers you can use a budget which you use in case required.

NPS*: Net promotor score, measures the loyalty of customers to a company

Our challenge today!

One of the biggest Mobility Solution Providers (car industry) has selected us to bring their Customer Service Department to the next level. We have accepted the challenge and therefore we are looking for some strong candidates today.

Who are we looking for?

Great personalities who are customer-oriented by nature and problem-solving

Ideal personality:

- Pro-active approach with customer-oriented mindset.
- High level of assertiveness, flexibility and perseverance is a must.
- Above average maturity level, stability & high level of empathy is required to understand the needs of the customer.
- Stable and stress resistant, be able to handle also upset customers.
- You like to talk to customers over the phone or via chat.

Intellectual level (education) & experience:

- Senior school and/or a Professional Bachelor. Diploma or proven experience is fine.
- 2-3 years of working experience is a plus... but you can compensate this with your approach and personality.

Knowledge, skills and abilities:

- Fluent in Dutch (NL & BE), written and verbal
- Advanced practical knowledge of MS Word and Excel.
- Excellent verbal, reading and written communication skills.
- Fluent user of social media platforms (Twitter, Instagram, Facebook, ...).
- Basic knowledge of CRM systems.
- Basic technical feeling.

If you would have some of the extras listed below, we would really get enthusiastic about your application...

- Passionate about mobility (specifically cars).
- Strong team player with passion for people.
- You love to solve customers´ problems and make them happy.

What's in it for you?

- Attractive salary according to your experience
- International work experience
- Training and coaching to make you a pro in "customer experience"

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