

## CSO Customer Excellence Representative

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Company: Orange Business Services

Location: Evere

Category: other-general

Orange is the **next generation telecom operator** on the Belgian and Luxembourgish market and **digital transformation** is one of our strategic priorities. To carry this out, we are continuously investing in our talents to log into all of tomorrow's challenges.

**Would you like to help us make a difference for Orange Belgium's customer experience?**

Then you might be glad to know that we are looking for a **passionate Customer Excellence Representative** to join our Customer Service Operations department.

### **Your key responsibilities:**

As Customer Excellence Representative, you handle & coordinate the most complex complaints of dissatisfied customers coming from different channels (Social Media, Mediator, Press, Communities,...).

You offer consistent and customer-focused answers, within agreed SLA, to ensure customer satisfaction & engagement towards our company.

You act as an ambassador by promoting & defending Orange's image & brand on Digital Channels and in all actions taken.

You participate to the digital evolution of Customer Support by sharing feedback, developing the chat & chatbot services and the promotion of the community

### **Are you the profile we are looking for?**

You have experience in a customer service environment

You are analytical skills and have a problem solving mindset

You are digital savy and you have good knowledge of social media (Twitter, Facebook, Forum, Chat)

Communication has no secret for you: you possess excellent communication and writing skills

You are fluent in Dutch & French (speaking & writing - the written skills are very important) and you have a reasonable level of English (speaking & writing)

### **Why should you join us?**

You will be part of a fun and dynamic working environment where your contributions will be valued and where you will have every opportunity for personal development. Moreover, you can look forward to a competitive compensation and benefits package.

We propose homeworking 60% of the time.

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