

Customer Care Representative B2B Exe/KLA

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Company: Orange Business Services

Location: Evere

Category: other-general

Ready to make digital transformation happen in our B2B Department? Of course, you know Orange as a real challenger in Telecom and ICT Solutions. But what you might not know yet, is that we are continuously investing in excellent Delivery for our B2B clients. This way, we can log into all of tomorrow's challenges. Maybe your talent could speed up our transformation even more. Sounds good? Then you might be glad to know that we are looking for an enthusiastic **Customer Care Representative B2B at Evere.**

Your Mission :

Be the end-to-end link between Orange and a portfolio of Business Customers starting from the signing of contract, to control of quality, provisioning, as to the end of the customer life cycle.

Interact with the customer in a pro-active way whenever possible.

Key responsibilities:

Respond to inbound calls, make outbound calls and treat mails from dedicated customers (single point of contact ensuring at all time a full view on customer file = portfolio management)

Answer customers questions & solve problems while respecting KPI's, dispatch towards the Back Office team if necessary depending on customers need

Have an all time availability insurance for portfolio customers and make sure that the SLA defined with the customer is respected.

Give on-site support, participate to customer visits and internal customer meetings on Account

Manager's request

Communicate information on customers throughout all involved departments being sales, post-sales and marketing

Perform proactive contacts with customer to ensure a perfect follow-up of his file

Your profile:

1 to 3 years customer care experience

Office applications & Orange tools knowledge

Commercial flair

Good listening skills

Diplomatic and stress resistant

Fluent in Dutch/French and good knowledge of English

Interested? Apply now

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Cross References and Citations:

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