

## Customer Services Consultant

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Company: OMP

Location: Belgium

Category: computer-and-mathematical

### Your challenge

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### Your team

As a Customer Services Consultant, you'll join the Customer Services team. Customer Services watches over business continuity. The team solves issues before they turn into problems and ensures flawless maintenance and upgrades. It provides the hotline user support, documentation, and long-term application management, to keep everything running smoothly.

### Your profile

We are looking for someone who meets the following qualifications:

A master's degree (or similar by experience) with a solid IT background.

Good professional communication skills in English.

A passionate problem-solving attitude that utilizes your out-of-the-box thinking.

A strong analytical mindset, and a desire to investigate in detail.

A friendly and communicative attitude, happy to be a team player, and a good listener.

Strong multi-tasking skills combined with a stress-resistant nature.

The ability to work in a structured way and follow procedures in a dynamic and complex environment.

Bonus points if you have:

Knowledge of an additional language, such as Dutch, French, or German.

An interest or experience in supply chain or production planning.

Previous work experience in customer services, and an understanding of service level agreements (SLAs) and ticket tracking systems.

### **Soft skills**

Communication Teamwork Pragmatic Passionate Supportive

### **Hard skills**

Strong interest in IT Problem-solving Analytical skills SQL

### **Language skills**

#### **Required:**

English

#### **A plus:**

French German Dutch

### **Your future**

At OMP, we're eager to find your best career fit. Our talent management program supports your personal development and empowers you to build a career in line with your ambitions.

Many of our team members who start as a Customer Services Consultant grow into roles in software expertise, customer application expertise, or people management.

### **Our offer**

At OMP, we offer more than just a job. We put people first and inspire you to become the best version of yourself.

**International** : A growing global company, worldwide career opportunities, and multicultural teams

**Benefits** : An attractive salary package including an optional company car, a bike incentive program, additional extralegal vacation days, and other competitive benefits

**Flexibility** : Teleworking, flexible hours, and lots of autonomy

**Lifelong learning** : A custom training and development track, an extensive coaching program, and on-the-job learning

**Empowerment** : Room for initiative and creativity and an emphasis on entrepreneurship

**Innovation** : Encouragement to think differently through cross-team collaboration and innovation challenges

**Well-being** : A caring and inspiring environment, promoting a happy and healthy lifestyle through a wide range of facilities and activities

**Teamwork** : Join a team that lifts you up and learn from the best

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