

customer support advisor (ENG+FR+IT)

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Company: AGO Jobs & HR

Location: Ghent

Category: computer-and-mathematical

Functieomschrijving

For our customer Volvo, an international automotive company, located in Ghent, we are looking for a Customer Support Coordinator. Your main focus is delivering the best experience for the customers in case of a breakdown.

- you communicate between customers, drivers and dealers in order to find the best solution to get the vehicle back on the road asap.
- you focus on the customer's needs and follow the defined process.
- you follow up the status of breakdowns until the repair is finished and negotiate solutions to logistic and technical problems.
- you work in a dynamic and international environment with colleagues from all over the world.

Vereisten

- You are fluent in English, Italian and French
- You have good customer-oriented collaboration, communication and facilitation skills.
- You are willing to work in a shift system.
- This position is located in Ghent (not near a bus or train station).

Talen

Je hebt een uitstekende kennis van het Nederlands

Je hebt een uitstekende kennis van het Frans

Je hebt een uitstekende kennis van het Engels

Je hebt een uitstekende kennis van het Italiaans

Aanbod

We offer a challenging job in an international environment where continuous learning and personal involvement are stimulated.

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