

Belgium Jobs Expertini®

Technical Support Representative

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Company: solera

Location: Belgium

Category: computer-and-mathematical

Who We Are

Solera is a global leader in risk and asset management data and software solutions, empowering companies across the automotive and insurance ecosystem with trusted solutions that adhere to the highest standards of data privacy, security, and integrity to support connectivity across the vehicle and property value chain. Solera's solutions bring together customers, insurers, and suppliers, empowering smarter decision-making through service, software, enriched data, proprietary algorithms, and machine learning that deliver insight and ensure customers' vehicles and property are optimally maintained and expertly repaired. The company is active in over 90 countries across six continents, processing more than 300 million digital transactions annually for over 235,000 customers and partners. By drawing on the market-leading solution capabilities and business process best practices from its technologies around the world, Solera provides unsurpassed scale and strength with superior performance while delivering innovation to move the industry forward.

The Role

Solera customers respect and value our products and services. With a wide variety of solutions available, from websites to applications to integrated data systems, they may need help or support with their packages. This includes but is not limited to software handling, service requests, product updates, service interruptions, etc.

We need people who are passionate about delivering high quality technical support and customer service through a variety of interactions including email, phone, chat, etc. A good

communicator able to question and listen effectively you will trouble shoot and diagnose the customer's issues to help them get back to business as soon as possible and will document the solutions to ensure continuous improvements for our products.

This role is crucial to our customers and is targeted on finding the right solutions to complex, second level product support problems while delivering high quality customer service using modern Customer Relationship Management (CRM) and telephony technology.

What You'll Do

Trouble shoot and resolve advanced issues for customers relating to Solera software providing advice and expert knowledge by phone, email, chat and web channels

Work closely with Product Development and Global IT to diagnose problems and deliver solutions to our customers often liaising with senior technical experts

Deliver professional and efficient customer service while performing to agreed Service Level Agreement (SLA) and Key Performance Indicator (KPI) targets

Communicate clearly and effectively both internally and externally

Accurately record all customer contact and outcomes within designated software

Escalate calls or cases in a timely and appropriate manner in line with SLA's in place, documenting enhancements to drive continuous improvements

At all times adhere to the working processes and procedures for the department and of Solera

Contribute to and maintain knowledge base articles and documents

Take responsibility for all duties relating to compliance procedures, especially data security

What You'll Bring

At least 2-4 years' experience and a track record of delivering high quality customer service in a customer focused environment, preferably a contact center

Experience of working in a technical or software support capacity essential

Fluent in Dutch (Flemish), French and English

Experience of CRM and telephony systems beneficial (preferably Salesforce Service Cloud and Genesys)

IT qualifications/degree educated essential

Automotive or insurance experience is valued

Analytical and naturally inquisitive with good questioning skills and good attention to detail

Able to communicate well and build rapport with people at various levels of a business

A desire to go the extra mile for customers and take personal responsibility for resolving issues

High learning agility and ability to apply knowledge learned

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