

Customer Care Agent (Customer Experience)

About Ingenico Instore

At Ingenico Instore, a division of Worldline Group, we build payment solutions for the new world of commerce. We believe every person and business on the planet is on a growth journey, and we're here to make that journey faster and simpler. We combine the opportunities of a global company with the culture of a startup. We actively promote inclusion and diversity, not only to benefit our people and the communities we're in, but also to fuel our innovation. Here, you'll forge your own path to success, be valued for who you really are, and recognized for what you deliver. Want to take the next step in your growth journey? Let's talk.

To strengthen our organization we're looking for a „**Customer Care Agent**“

Your challenges

- ✓ Being a champion in customer service:
 - understanding our customer's questions at a glance
 - carefully analysing the root causes behind these questions
 - providing tangible solutions that make our customers smile over and over again.
- ✓ Handling incoming and outgoing calls of our customers in Belgium regarding the usage of their payment systems. As well as handling customer emails and tickets
- ✓ Maintain a 360 degree view on all customer interactions by reporting cases into Salesforce our CRM and ticketing system.
- ✓ Keep customer information up-to-date in our CRM-system for all our Instore teams based on your conversation with the customer.
- ✓ Providing valuable feedback to the Instore teams based on recurrent questions, ideas and remarks from the customers.

What you'll bring to the team

- ✓ You care for customers, eager to understand their questions and needs, with empathy for their emotions
- ✓ You have a drive for result, you are punctual and accurate, with affinity for technological solutions
- ✓ You take ownership to help your customer, you show initiative and take up responsibility
- ✓ You are a clear communicator and you enjoy the fun of working in our team.

Your contributions

- ✓ First experience within an administrative job, but we are also open to motivated and driven job starters
- ✓ First experience with handling in- and outbound calls is a big plus
- ✓ Fluent knowledge in Dutch and French, good understanding of English (reading skills)
- ✓ Available to work fulltime in shifts between 8h30 and 18h30 and some Saturdays (rotation planning)

What is waiting for you

You will be part of an international, dynamic team, that is passionate about keeping things work and making things work. It is an opportunity for you to amplify your potential and follow your personal ambitions. Our team is located in Waterloo.

Interested?

Ingenico Financial Solutions SA

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