

MBS

Member of the Manpower group

Outsourcing specialist Manpower Business Solutions (MBS) puts your career on the right track with a permanent contract, challenging jobs and training opportunities, and an inspirational working environment. Ready to join our rapidly growing team?

For SonyStyle, one of our major customers situated in Zaventem, MBS is looking for a Danish Customer Service Agent.

DANISH CUSTOMER SERVICE AGENT (M/F)

Responsibilities:

- Handles customer inbound calls, e-mails, faxes, letters etc. and performs customer follow-up via outbound communication and e-mails for private and professional customers
- Performs follow-up of open orders resulting from website transactions
- Investigates causes of customer issues such as delivery, return, payment and supports customers through warranty and replacement procedures
- Ensures customer satisfaction through management of customer expectations and ensures that the customer has a clear understanding of the next steps
- Perform activities and log information within system workflows (such as Refund, Dispute, Goodwill, UPS exceptions, BT replacement, Credit note / debit note, Discount) to ensure a proper handling and tracking of activities

Profile:

- Danish: excellent – English is a must
- A perfect level of written skills
- Problem solver with commercial feeling
- Excellent communication skills
- Immune for stress
- Good knowledge of MS Office

Offer:

Manpower Business Solutions offers you a long term contract in an international and innovative environment; an attractive salary package: basic salary + bonus system.