



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?

We are looking for a dynamic and motivated person to join one of our client, leader in the electronics market, situated in Zaventem

C2C Agent

Responsibilities:

- A software system that registers the movements of online buyers has been developed. This allows our agents to see if certain customers are switching between different products. This behavior can be an indicator of interest and/or doubt concerning both products.
- If the system detects this behavior it will automatically generate a pop-up asking the customer if they want to initiate a chat session.
- When the potential buyer accepts this invitation, a new window will open.
- Your responsibility is to chat live with the potential customer and to get a clear idea on the needs and expectations of the customer. You should guide the customer through the website and help him to make the best decision.
- Ideally, the customer will decide to buy the most suitable product for him. The click agent will guide the customer through the entire process of sending the order online.
- The click to chat agent will be in charge of maximum 3 different chat sessions at the same time.

Key Competencies

- Excellent English and German
- Work experience in the UK-market
- Computer literate
- Commercial minded
- Teamworker
- Flexible, open to change; this is a pilot project and the job requirements can change depending on the needs of the project
- Fast typing skills in a correct manner (the communications will not be in 'chat or sms language' but in full sentences)
- Passionate about Sony products

Offer:

- A permanent contract together with extra legal advantages: transport costs, group insurance and 13th month. Full training is provided. Interested? Send your CV per mail to the following address: office.ccs@mbs.be