

Customer Service Representative

What are you going to do?

Working at Renewd® is fun, challenging and requires much personal responsibility. You are in charge of the after-sales of our products and to help Renewd® customers with complaints and questions. You will get in contact with customers from different countries and will receive requests in different languages. Success in this role is being a quick learner who can think on their feet and resolve any issues that come up with a customer-first mindset

This role requires a skilled Customer Service Representative who manages inbound and outbound phone calls and email requests and interacts with a friendly, helpful approach. It's important to have the communication and interpersonal skills to provide support, answer questions, and resolve issues in an efficient manner. As the voice and face of Renewd®, you will be fully responsible for reinforcing our reputation for exceptional customer service

Your responsibilities in this role:

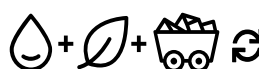
- Manage inbound and outbound calls, emails, and chats with knowledge, efficiency, and professionalism as well as kindness;
- Identify and address customer needs with a goal of complete satisfaction;
- Follow company communications guidelines and procedures (Renewd® Branding);
- Recommend improvements to processes for improved company efficiency and customer satisfaction;
- Build lasting relationships with customers by engaging with them in an inviting, friendly, and professional manner, to deliver exceptional experiences;
- Respond quickly, professionally, and accurately to all customer inquiries regarding complaints, product returns, and warranties;
- Empowered to make decisions to improve our support and processes with a customer-first mindset.

You recognize yourself in this:

- MBO+ work and thinking level
- Approximately 2 years relevant work experience is a pre
- Knowledge of Office programs
- Dutch and English speaking (German and French speaking is a pre)
- Strong communication skills, including active listening
- Be able to work individually as well as together as a team
- Ability to multitask, manage your time, and prioritize
- Customer-first attitude with problem solving skills
- Ability to solve problems and deescalate conflicts tactfully
- Sustainable mindset with market affinity

This is what you get from us:

- An excellent salary, that speaks for itself;



- A well-kept workplace;
- 25 more-than-deserved vacation days;
- Travel allowance and pension scheme;
- A dynamic and challenging job, in a young international team. You get something from many departments and you grow with the company;
- A more than extensive lunch at the office (vegetarian, veggies, halal. etc), at the expense of the boss!
- Sociability; we celebrate everything! So also the holidays of our international colleagues;
- A flat organization, both in terms of humor and hierarchy! Having a drink with your boss or manager on a Friday afternoon drink is the rule rather than the exception.

How do you apply?

Share your motivation and CV with Tibet Araz (t.araz@renewd.com).

If you have any questions in advance, feel free to send a message!

