



Business Contact Center Specialist

FLEMISH BRABANT

External Description

Context

bpost is always on the move. We create an environment with challenging projects, inspiring collaborations, and the latest technologies for our people, offering interesting job opportunities and training programs for everyone. Within this narrative, we are looking for a Business Contact Center Specialist.

Structure

In this role, you will report to Annick Delbaen.

Objective

As an expert, you are responsible for handling complaints by phone and in writing, providing post-sales service, and resolving complex problems within the range of products and services. This applies to both top business clients and more challenging customers, contributing to high-quality service for internal and external customers and maintaining a positive image of bpost. Additionally, you will professionally guide customers from A to Z in using the available applications and support contact center employees in handling difficult customer issues in the same manner.

Main Tasks

- Handling telephone and written requests, adhering to strict regulations, confidentiality rules, and fraud sensitivity.
 - Responding in a friendly, comprehensive, efficient, and highly professional and customer-friendly manner to incoming emails from both external and internal customers.
 - Making outgoing phone calls regarding outstanding customer files, contacting various departments within bpost and the customer to gather necessary information and ensure structural resolution of customer problems.
 - Providing customer guidance in using applications available to them or mentioned in the contract.
 - Recording and handling complaints and emails in the Contact Management system:
1. Timely entry and handling of complaints in accordance with internal procedures.
 2. Creating standard reports.

3. Preparing reimbursement files (insurance and commercial files), taking into account general conditions and SLAs established with the customer.
- Contributing to the predefined qualitative and quantitative objectives of Customer Service.
 - Participating in projects, including user acceptance tests (UAT) for the release of various information systems and projects to improve organization and service.
 - Ensuring on-the-job training of Contact Center Agents. Serving as a backup in case of the Field Coach's absence

Technical Expertise

- Education level: Bachelor's degree.
 - Required experience for the position: At least 1 year in Customer Service.
 - Language skills (depending on the workplace):
1. Proficient knowledge of English and French, both written and spoken.
 2. Basic knowledge of Dutch.
 3. Basic knowledge of German.
- Technical knowledge required to perform the job:
1. Profound knowledge of a large number of customer processes with average or high complexity.
 2. In-depth knowledge of bpost's products, operation, and regulations.
 3. Thorough knowledge, in various domains, of processes and procedures applicable at bpost.
 4. Profound knowledge of specific computer applications.
 5. Thorough knowledge of specific processes related to handling phone calls.

Role & Competencies

- Expertise.
- Customer orientation.
- Collaboration.
- Ambition.
- Earning trust.
- Information processing.
- Problem-solving.
- Expertise transfer.
- Dialogue.