



Customer Service Manager

Do you want to be part of an ambitious and enthusiastic team in a fast-moving scale-up environment? Are you looking for a challenging context where you will get the chance to develop your talents? Are you eager to accelerate your career as a **Customer Service Manager** in a fast-growing regtech company?

Well, let us introduce itsme® / Belgian Mobile ID, founded in 2017 with a clear mission: provide a state-of-the-art and best-in-class digital identity solution to individuals, enabling them to move all their interactions to the digital space. Now, only five years later, 6.4 million citizens use the itsme® app, to identify themselves, confirm transactions and sign documents online. We are also ready for a new challenge: launching the itsme® app in The Netherlands.

We are looking for a Customer Service Manager, whose mission will be responsible for managing our (B2C) Customer Contact Centre and maintaining the highest level of customer satisfaction.

You will join the Customer Success team and work in close collaboration with our partner IPG, the sales team and the customer operations and product teams.

What your job looks like

- Define our Customer Contact Centre strategy (opening hours, support channels, etc.)
- On a day-to-day basis, guide our team of support agents (around 20 people)
 - Define clear objectives, in order to increase customer satisfaction
 - Manage the incoming support questions from end users, by routing to the right colleagues or handling (most sensitive) questions yourself
 - Inform / train the team on new product features, share best practices with regard to customer support
 - Report on monthly statistics to objectify current way of working (most frequently asked questions, lead times, first-time-right ratio's, etc.)
 - Continuously look for optimizations in the workflow, in order to improve efficiency and customer satisfaction
- Act as a liaison towards the other itsme teams
 - Follow-up on support escalations with the product / operations teams
 - Follow up on Security incidents with the Chief Information Security Officer
 - Frequently provide input on product enhancements to the product team (based on incoming support tickets), in order to drive call avoidance in the Customer Contact Centre and weigh on the product roadmap

What we are looking for

- You have a Master's or Bachelor's degree and at least 5 years of relevant experience in a contact centre environment.
- You are a native speaker in Dutch or French and fluent in English. Good knowledge of Dutch and French is a plus.
- You are customer-oriented and you are always looking for ways to improve customer satisfaction.
- You have an analytical mindset and you take fact-based decisions.
- You have excellent oral and written communication skills on different channels as well as excellent listening skills.
- You are a team player who enjoys celebrating joint achievements, but you can also work autonomously.
- You have good knowledge of standard Office applications (Excel, Word, ...), affinity with Zendesk is a plus.

What we offer

- A fun, enthusiastic and ambitious team
- A fast-moving scale-up environment where you can develop and grow
- Offices in Brussels, combined with flexibility in terms of remote working
- A fixed contract, with an attractive compensation package



Now it's your turn!

If you have what it takes, send your CV and motivation letter to career@itsme-ID.com.