

Customer Service Consultant

 **LOCATION:** Brussels - BELGIUM or Kiel / Mainz - GERMANY

In order to support our growth and our international expansion, MobileXpense is looking for young motivated talents to reinforce **our Service Delivery team in Germany and Belgium.**

Your Challenge

Quality of our software and our client services are always the main focus. As a Customer Service consultant you are **responsible for building and maintaining an optimal business relation with your client.** You will:

- Have a key role in the centralized team in Brussels or in one of our German offices (Kiel / Mainz).
- Be the first point of contact for the clients and provide technical support liaising with other teams, product specialists, implementation and account/sales managers for the provision of the service.
- Ensure the contractual SLAs are respected and act consistently to achieve them.
- Pro-actively listen to clients requests and identify their needs, developing opportunities to increase their satisfaction.
- Proactively propose improvements on internal client processes in order to optimize consistent service while being a key element of the continuous service improvement.
- Be the ambassador of customer needs towards our development team.
- Actively participate to the Application Manual, FAQs and internal company knowledge base.

Your Profile

Experience

- A bachelor, or master degree in Informatics, economics (with IT orientation) or equal experience.
- Previous hands-on experience using SQL or an IT background.
- Excellent business communication through education or experience (reporting, business communication, procedures, writing manuals and specifications).

Personality

- A result-oriented personality, a developed sense of service and a good approach to achieve “excellence”.
- The ability to work independently and efficiently in achieving deadlines.
- The ability to be autonomous while helping others develop and perform as highly as possible.

Language

- A native proficiency in French or Dutch or German and high level English.

Those little extra that make the difference

- ✧ Knowledge in accounting.
- ✧ Working experience in an environment using project management methodology.

Customer Service Consultant

Our Offer to You

We offer you:

- A spot in our dynamic, young and international team.
- A team of open-minded, collaborative and awesome colleagues to work with.
- The opportunity to challenge our old ways and make your mark in the company.
- The chance to be part of our fast-growing company in a fast-pace environment.
- A modern work environment in Brussels, Kiel or Mainz with easy to access to public transport.
- A good market conform salary package.
- + Free soft drinks and a weekly fruits basket to keep you healthy. *Yummy!*

About Us

MobileXpense is a Belgian, Brussels based, leading SAAS (Software As A Service) provider serving more than a thousand corporate customers including several Fortune 500 Companies, in more than 65 countries.

Our values are our reference framework to align ourselves on the way we work together. Our shared dream is to make of MobileXpense: *“The European leading solution for effortless and effective expense management for large corporations as well as for SME’s.”*

Each member of the MobileXpense team works to achieve this objective by applying our 5 values in his/her day-to-day job: **Serve Pro-Actively - Think Responsibly - Innovate to Simplify - Measure Honestly - Act Effectively.** Do you believe you could work by those values? Tell us how!

How to Apply?

Email jobs@mobilexpense.com with the subject: **“Customer Service Consultant”**. Please join your resume and explain to us why you see yourself as our next **customer service consultant**.

We will then take contact with you in the following days.