

We are growing. Are you?



Ogone is looking for a **TEAM LEADER CUSTOMER CARE ADMIN** m/f
for our Brussels HQ

YOUR JOB

Your main responsibility is to provide an accurate and thorough administrative service towards our internal and external clients. Together with your team, you are responsible for reducing chaos in a rapidly changing environment. The main focus of your tasks is on people and organization.

After an internal training period about our products and services, you will be an Ogone Team Leader allowing you to:

- Coordinate the activities for the administration team
- Coach daily your people
- Define and take care of the follow up of the objectives for your team members
- Ensure that the Key Performance Indicators are reached
- Analyze, propose and implement new KPI's
- Improve interactions with other departments
- Propose and implement more efficient processes
- Follow up the quality of our Customer Care admin department
- Participate in operational deployment of high profile merchants



YOUR QUALITIES

For this challenging coaching function, we need a talented people manager with very good verbal communication skills in Dutch and French:

- A higher education or equivalent by experience
- Perfect bilingual, good knowledge of spoken and written English
- First concrete people management experience: coaching, leading, building teams, conflict handling
- Clear drive for result
- Reliable, show initiative and take responsibility
- Able to plan, organize and control
- Mature
- Able to solve problems

WHY OZONE?

You work with complex products in a host of different sectors at the national and international level. You grow because your job challenges your skills every day. Your colleagues are all totally committed: there's a reason why we are growing all the time. In our open corporate culture you have freedom to achieve your goals and further your career.

Set your sights on becoming Team Leader Customer Care Admin? We welcome your drive. Your responsibilities and experience attract a competitive salary with benefits and training opportunities.

WHO WE ARE

At Ozone we develop electronic payment solutions for e-commerce and a host of other sectors. We work for small and large companies in more than 35 countries. We have offices in Belgium, the Netherlands, France, Germany, Switzerland, Austria and the United Kingdom.

COME AND GROW WITH US

Interested in a career in e-commerce? Don't hesitate, apply now.

Send your motivation letter and CV to Ozone, HR Recruitment: hr@ogone.com
Ozone, Tervurenlaan 270, 1150 Brussels

