

We are growing. Are you?



Ogone is looking for an **ADMINISTRATIVE SUPPORT (CUSTOMER CARE) DUTCH/FRENCH** m/f for our Brussels HQ

YOUR JOB

Reporting to the Team Leader Customer Care Administration, your responsibilities will cover administrative/support tasks related to customers for all Ogone subsidiaries.

After an intensive on-the-job training, you will be an expert in Ogone products and services, allowing you to take part in:

- Merchant contract management: accuracy check of information provided by the merchant
- Creation and set up of accounts for high-profile merchants
- Payment method activation for merchant accounts
- Password administration for newly registered merchants
- Incoming Administrative Request handling by mail, tickets and phone (contract and invoice duplicate requests, billing information changes...)
- Filing and treatment of official documents
- First contact for financial issues (invoices, credit notes, payment terms...)
- Screening of the admin mailbox and ticketing system, as well as taking appropriate action
- Backup for the sales team (mainly by phone)
- Active collaboration in projects



YOUR QUALITIES

For this challenging function, we need a talented individual with strong administrative and organizational skills. Our ideal candidate fits following requirements:

- Bachelor Degree with preferably 1-2 year(s) experience in a similar position
- Bilingual Dutch/French is a must. English is the company language, any other European language is considered an asset
- Good communication skills
- Flexible and able to adapt to a fast-paced environment
- Team spirit
- Independent and willing to take initiative
- Problem-solving
- High drive for result, combined with an eye for detail

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 Administrative Support? 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 45 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, Woluwedal 102, 1200 Brussels

