



We are growing.  
Are you?

Ogone is looking for a  
**CUSTOMER CARE ADMIN SUPPORT - NL/EN <sup>M/F</sup>**  
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
- Fluent in Dutch and English, 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 Customer Care Admin Support - NL/EN? We welcome your drive. Your responsibilities and experience attract a competitive salary with benefits and training opportunities.

## WHO WE ARE

Ogone Payment Services is a leading European Payment Service Provider with international reach. Around the world, businesses trust Ogone to manage and secure their online payments, help prevent fraud and drive their business. The company is headquartered in Belgium, has operations in India and maintains regional offices throughout the world, with offices in Belgium, the Netherlands, France, Germany, Austria, Switzerland, United Kingdom, United Arab Emirates and the United States of America.

## COME AND GROW WITH US

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

Send your motivation letter and CV to Ogone, HR Recruitment: [hr@ogone.com](mailto:hr@ogone.com)

Ogone, Woluwedal 102, 1200 Brussels



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