

Mega is looking for an enthusiastic and dedicated Customer Experience Officer (CXO) to enhance our customer experiences. You will be tracking all points of customer dissatisfaction, solving issues and identifying ways to improve our customer services.

Customer Experience Officer (CXO)

The job

- › Tracking customer experiences across online channels and customer journey touchpoints.
- › Identifying customer needs and taking proactive steps to maintain positive experiences.
- › Managing customer subscriptions and follow-up of rejected supply request.
- › Responding to customer complaints in a timely and effective manner, via email, phone, social media or other applications.
- › Analyzing customer feedback on service ranges as well as preparing reports.
- › Collaborating with Customer Service, Sales, Operations, IT, Marketing, ..., Mega teams to enhance customer services.
- › Documenting processes, logging technical issues and preparing study case that will be perform by you for our customer service teams.
- › Contributing to dunning & collection process.
- › Keeping informed of industry trends and new CRM technologies.
- › Bringing to life new ideas and personal initiatives.

Requirements

- › Extensive experience in gathering and interpreting customer experience information.
- › Superb communication, collaboration and problem-solving skills.
- › Great organizational and time management abilities.
- › Being able to work on two different office location (1 day in Liège and 1 day in Leuven).
- › At least 2-3 years of experience as customer care advisor.
- › Native Dutch & solid English professional skills.

Is this job made for you?

- › You are rigorous, self-taught and curious.
- › You have excellent analytical skills.
- › You are customer oriented
- › You have strong knowledge of Mega and its procedures/ tools

**Interested by this job?
Send your CV at jobs@mega.be!**