

Mega is looking for an enthusiastic and polyvalent Sales & Customer Care Support Officer to improve and expand or partner network. You will be supporting all points of the collaboration and providing ideas and feedback to enhance the quality of services.

## Channels Support Officer (CSO)

### The job

- › Play a leading role in the support and the communication with our sales and care partners: training, coaching, informing, etc.
- › Contribute to the daily distribution of the workload (assignment of customer requests, loading of the leads, data management, transmission of work lists, etc.).
- › Daily monitoring/controlling of the quality and productivity of Mega's partners.
- › Identifying customer needs and taking proactive steps to maintain positive experiences.
- › Analyzing contributor feedback on service ranges as well as preparing reports.
- › Collaborating with Customer Service, Sales, Operations, IT, Marketing, ..., Mega teams to enhance customer services.
- › Keeping informed of industry trends and new CRM technologies.
- › Bringing to life new ideas and personal initiatives.
- › Assisting the management in their tasks, reporting and the development of the business

### Requirements

- › Native Dutch & solid English professional skills.
- › At least 2-3 years of experience as customer care / sales advisor.
- › Superb communication, collaboration and coaching skills.
- › Extensive experience in gathering and interpreting customer needs.
- › Great organizational and time management abilities.
- › Being able to work on various location (Mega Liège and Leuven Offices & partners office).

### 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](mailto:jobs@mega.be)!**