

CUSTOMER CARE REPRESENTATIVE

Objectif Lune is a software leader in document composition and business communication automation. Established in 1995, Objectif Lune has grown to become a global company and is now part of Upland Software where it continues to help organizations work smart by leveraging technology.

Our local teams of caring employees, take pride in helping our customers to find solutions to the challenges they face every day. Our customers' satisfaction is at the heart of everything we do, and their success makes ours.

We are now seeking a **Customer Care Representative** to add to our Dutch Customer Care team responsible for processing European orders. Do you love to work with customers and consider customer satisfaction as your highest priority? Do you like numbers? Do tight deadlines stimulate you? **This position may be the right one for you!**

KEY RESPONSIBILITIES

- Process incoming orders, monitor prices, manage e-deliveries and confirmations
- Create invoices for orders and projects
- Process quotes for product maintenance and follow up
- Generate and activate software licenses
- Answer incoming calls
- Interact with account managers, partners or direct customers to gather/provide information
- Update customer accounts and databases
- Chase outstanding debt
- Process credit card payments
- Manage inventory and ship materials
- Attend operational meetings

REQUIRED PROFILE

- Must be fluent in Dutch and English (both written and oral). Speaking German would be a major asset.
- Good commercial awareness skills
- Easy interaction and communication with others
- Always demonstrating a positive attitude
- Customer focused
- Courteous and comfortable on the phone
- Able to manage multiple tasks and organize work to meet deadlines
- Detail-oriented and capable of a high level of accuracy
- Proactive team player also enjoying working independently
- Autonomy and initiative in problem solving
- Living in the vicinity of Ede (Netherlands)

TECHNICAL SKILLS

- Good knowledge of Excel and other Microsoft Office tools
- Asset: Knowledge of MS Dynamics 365 Finance & Operations

EDUCATION AND EXPERIENCE

- Be cross skilled in operational tasks
- Recent experience in a similar position

LOCATION & SCHEDULE

- Hybrid: telework / Ede office
- Flexible hours according to operational needs, from Monday to Friday

INTERESTED?

Please visit <https://objmtl.bamboohr.com/jobs/view.php?id=116>