

Engagement Specialist, The Webcare Company

Is Social Media your passion, are you striving for an excellent customer journey, do you like solving problems and do you have sublime language skills to professionally play with words? Then we are looking for you to join our multilingual engagement team (Dutch, German and / or French)!

The Webcare Company The Webcare Company is a pioneer in high-performance social customer engagement. Combining technology with operational expertise and social customer journey design, we work with international clients to create highly effective social customer operations either within our clients' own organisations or outsourced to our own Amsterdam-based Social Customer Engagement Centre. Through a portfolio of partnerships with leading players in the social space, we provide access to a comprehensive range of social technologies including the Salesforce Marketing Cloud. Our clients include leading brands such as KLM, Philips, Volvo, Rabobank and PostNL.

Team Your client is originally a Dutch company, rapidly growing in the Netherlands, Belgium, Germany, France, Luxembourg and Austria. Surprising their customers with a broad and ever-changing assortment of products and excellent value in terms of quality and price.

We are looking for social engagement specialists that have strong affinity with social media and linguistics and strong customer orientation.

Workhours This webcare team is active in the evening hours from 18:00 to 22:00 and in the weekends from 9:00 to 22:00. Due to these opening hours you can combine it perfectly with your study and on top of that you will receive plus surcharge during these hours. Moreover, there may be possibilities to work extra hours during holidays. You will receive a 8-16 or 12-24 hour contract.

Responsibilities As engagement specialist you will communicate directly with our client's customers on social media channels and review sites. Our communication is to-the-point and transparent. As part of a webcare team you will be responsible to manage and improve the online reputation of our client. In this creative position you will play with words to engage with their customers, increase their brand loyalty but most of all, make sure their customer service journey is excellent. In this role:

- You will monitor all expressions about our client;
- You will reactively, as well as proactively, respond to our customers to help them solve a broad range of questions regarding their products and services;
- You will have contact with the product specialists of our client to make sure the information you provide to the customer is 100% accurate;
- Pro-actively share knowledge with our client in order to improve their products and services;
- Improve the consumer experience on all the social media channels, forums and review sites our client is active on;
- You will be striving for 100% customer satisfaction on all (social media) channels;
- You are responsible to maintain and improve the online reputation of our client.

Your profile:

- You have excellent Dutch writing skills (native level), and excellent writing skills in French and / or German;

- You have a Bachelor degree (or higher);
- You're not afraid to work in a fast-paced environment where processes are changed and optimized continually;
- You grasp processes quickly and are able to proactively think of ways to improve our procedures;
- You have excellent knowledge of Excel; • You are empathic and you have the skills to translate this into writing;
- You really enjoy solving problems and helping customers;
- You think 'out of the box' to apply new ideas and/or respond to customers;
- You are able to find your way in a in a complex, dynamic organization;
- If special projects are run, you will have the ability to work on these and will be able to bring in your own ideas;
- Experience with social media and usage of multiple platforms like Twitter and Facebook, also in your personal life;
- Experience with of MS Office and CRM systems

Interested?

Send an email with your application to working@webcarecompany.com or for more information contact Rosa Mannaerts on +31 6 1949 7387