



BeeOne Communications SA, a Swiss telecommunication operator based in Geneva, specialized in international prepaid telecommunication services, in order to strengthen its Customer Service Team and to ensure EXCELLENCE in customer satisfaction, is looking for a

Customer Care Representative

We are seeking an ambitious, bright, forward-thinking Customer Care Representative to join our Customer Service department. The Customer Care Representative will report to the Customer Care Team Leader and collaborate with the several departments as the Products and Operation departments. She/he will ensure excellence in customer treatment and satisfaction, in order to help BeeOne to grow its mobile customer base.

Role and responsibilities

The Customer Care Representative will have a role in the following areas: « FIRST LEVEL SUPPORT », « PRODUCT INFORMATION », « OUTBOUND CAMPAIGNS ».

- FIRST LEVEL SUPPORT

The Customer Care Representative will be the main contact to end customers.

- Answer Inbound Calls, Inbound voice or text messages raised by CUSTOMERS
- Qualify CUSTOMER questions/issues with relevance to the relevant department (VOICE, OPS, PRODUCT, LOGISTICS)
- Escalate or apply directly the corrective measures according to the internal procedures
- Implement corrective measures FAST respecting the corporate Repair Timing objectives
- Notify the solution to the CUSTOMER respecting the MTTR objectives
- Handle the dedicated DISTRIBUTOR HOTLINE to assist the indirect sales distributor network
- Handle the CUSTOMER REQUESTS with the due respect, empathy and care according to the corporate rules and values
- Escalate to his supervisor any loss of functionality or technical issue raised by the CUSTOMER
- Be internally advocate of the CUSTOMER
- Respects the productivity and Quality KPIs assigned to his/her function

- PRODUCT INFORMATION

The Customer Care Representative will be in charge to explain products behavior to the end customer, after having received an advanced training on the complete mobile and fix line services portfolio within BeeOne.

- Raise inefficiencies/improvements his Team Leader within the field of Product Knowledge. (missing usecases)
- Make sure that his language level is adapted to the CUSTOMER
- Understand the billing and can reproduce the billing in front of a CUSTOMER

- OUTBAND CAMPAIGNS

The Customer Care Representative will be the main operation collaborator on call contact

- Performs Outbound/Inbound survey to enhance the company customer knowledge
- Performs cross selling campaigns

Your Profile

Education:

- Study level: Ecole de Commerce or equivalent (CFC)
- Languages: German, French and English, written and spoken level B2 minimum; Italian, Spanish and Portuguese are a plus

Skills:

- Used to insert within an international TEAM & CUSTOMER Base
- High Resistance to Stress under pressure : empathy and professionalism in customer interactions
- Flexibility to adapt working hours to customer demand
- Passion for languages and CUSTOMER SERVICE EXCELLENCE
- Ability to explain simply complex mobile consumer services
- Ability to work within a technical IT based product, and to follow given sales scenarios
- Experience in outbound call centers is a PLUS
- Genuine fun to be IN CHARGE, RESPONSIBLE with AUTONOMY in a small team
- Solid communication skills, in order to be comfortable in external relations (customers distributors)

Are you up for a once-in-lifetime experience? Do not hesitate, if you match to the above profile, to send your CV, cover letter and copy of diplomas at jobs@beeone.ch. And feel free to contact us per mail for further information.

BeeOne Communications SA is a Swiss telecommunications operator based in Geneva, and has been specialized in international prepaid telecommunication services since its creation in 2000. The BeeOne management team is composed of professionals of the prepaid card industry who have been active on the European market since 1997. Today BeeOne services are available in Switzerland at more than 9000 sales outlets, in particular at kiosk chains such Relay, kKiosk, as well as at petrol stations and post offices. In 2010, BeeOne became with its own mobile brand "MUCHO", the first Mobile Virtual Network Operator dedicated to international telephony partnering with Swisscom. BeeOne now counts 20 employees and expands its product portfolio from calling cards and MVNO to its own mobile network range of SIM and APP based services.