



JOIN OUR JOURNEY

Customer Support Advisor

Hellios Information BV is a supplier information and risk management company operating in financial services sector. The company was founded to benefit major blue-chip companies and their suppliers by providing a single streamlined approach by providing and sharing data across an industry community in areas such as modern slavery, cyber security and GDPR.

Hellios Information BV was set up in 2020 and is a subsidiary of Hellios Holdings, a global organisation with offices in the UK and Ireland.

The ethos of Hellios and each of our employees is to provide the highest quality service and technology based on long term sustainable relationships with our buyer and supplier customers. To find out more about Hellios and the core values that underpin the culture of our people, partners and the way we work with our customers please visit our website at <http://www.hellios.com>

Job title: Customer Support Advisor
Location: Amsterdam
Reporting to: Office manager
Job summary: To provide excellent customer service through first line support to our customers as well as validating and managing customer data.

Key responsibilities

Validations

- Build a rapport and strong relationship with customers by offering support and advice throughout the validation and onboarding process
- Validate online questionnaires with close attention to detail and with reference to standard processes and procedures
- Accurately log and update customer records on the status of their questionnaires
- Advising and processing fee payments for new and renewing customers
- Proficient user of validation process within our business system
- Identify ways in which processes and procedures can be streamlined and made more efficient
- Active participation in team meetings to share and communication information
- Consistently meet or exceed personal targets
- Escalate customer issues to the Office Manager

Front line customer support

- Make 40+ outbound calls per day to supplier customers to explain the benefits of the service; to help customers who are registering for the first time; to assist with customers who are renewing their subscription
- Accurately log and maintain records of customer contact, activity and outcomes of calls on our CRM system
- Provide accurate and clear information to supplier customers, explaining the benefits of our service and the processes involved to complete an online questionnaire required by our buyer customers
- First line support for a variety of customer enquiries including IT and procedural issues, concerns and complaints, updates on application and process status
- Speaking with customers with regard to their subscription fee
- Working consistently to ensure personal targets relating to call rates are consistently met and exceeded

Key requirements

Knowledge and experience

- Bilingual in English and Dutch
- Previous experience in a customer service environment
- Working knowledge of data management and data analysis
- Demonstrable experience of process improvement
- Proven track record of working to deadlines and targets
- Customer contact through inbound and high volume of outbound calls
- Ability to adapt to the needs of a growing business

Qualifications and skills

- Education to degree level (or equivalent) preferably in a technical or science discipline
- Highest accuracy and attention to detail
- Strong organisational skills
- Detailed working knowledge of Excel to Intermediate level
- Good knowledge of other MS Office applications
- Articulate with a confident telephone manner
- Strong communicator with good interpersonal skills
- Commitment to provide excellent customer service at all times
- Flexible in approach