

RECRUITMENT

With more than 3200 employees worldwide, ETS is the world's largest private educational assessment and research organization. ETS's mission is to advance quality and equity in education worldwide. ETS's assessment tools, such as the TOEFL® tests and the TOEIC® tests, are internationally recognized in the world of Education and Business.

ETS Global BV, whose headquarters is based in Amsterdam, The Netherlands, is currently recruiting a:

Customer Service Specialist Bilingual French and English

Main duties:

Working in collaboration with the Customer Service Coordinator based in Amsterdam and the Team Leader based in Paris, reporting to the Customer Service Senior Manager based in Paris, your main responsibilities are:

- **Process orders, trainings and invoicing** for the computer-based tests and online products ordered on our e-commerce platform.
- **Update processes, FAQ's and template** emails and use the CRM to record and share important data with other services.
- **Check** Remote proctoring sessions.
- **Follow up on incidents** and ensure quick answers to the clients.
- **Improve quality** and speed of resolving issues (IT, finance, logistics, scoring and marketing).
- **Produce administrative documents** for clients.
- **Answer B2B/B2C clients** by email and phone and provide technical support for products and dedicated tools, using the CRM and our E-commerce platform respecting SLA, KPIs, processes and general sales conditions.

Non exhaustive list of tasks.

Education / Job requirements:

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University degree or Higher applied sciences education with 3 years' experience within Customer service in an international environment.

Excellent computer skills and good knowledge of Windows, able to troubleshoot sound, network and browser issues.

Interest and good skills in working over the phone and writing emails in French and English.

Occasional work during weekend (to be defined).

Other qualifications:

Ability to deliver in a time-sensitive and process driven environment.

Ability to learn and understand quickly.

Customer service, results orientation and problem-solving attitude to increase client's retention and satisfaction.

Interpersonal and communication skills, flexibility and team working attitude.

Dynamic, proactive, rigorous, organized and autonomous.

Process orientation skills.

Good at explaining, ability to provide clear instructions to clients.

Languages:

English Proficiency – TOEIC score: 850 minimum

French Proficiency – near native level



GLOBAL

A subsidiary of Educational Testing Service

More information :

Contract: 6 months with possibility of extension

Workplace: WTC Amsterdam

Starting: As soon as possible

To apply, please send your CV and a cover letter by September 4, 2020 : recruitment@etsglobal.org

Only selected candidates will be contacted.