



Client Services & Support Specialist

Job Description

The Solutions delivery team at **Bureau van Dijk** provide pre, during and post sales support to clients. Working closely with sales and other parts of the business the goal of the team is to provide an efficient and friendly customer experience.

The main duties of the person are listed below.

Helpline	<p>Provide 1st line support to Bureau van Dijk's clients. Currently this is either through telephone or email support.</p> <p>Clients use a range of products which means very different use cases. No 2 calls are the same.</p> <p>Escalate cases to the correct team.</p> <p>Ensure clients are kept upto date as to the status of their cases.</p> <p>Ensure SLAs are kept.</p> <p>Interact with clients regarding product features. Provide support in the use of products.</p> <p>Provide constructive feedback to product managers on potential enhancements.</p>
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Along with these pre-defined duties the candidate will be encouraged to initiate and develop any projects they are interested in which will improve the support provided by the department.

Requirements

- Strong customer service skills, an eagerness to excel and be a part of a dynamic, fast growing team.
- Superb analytical skills and persistence in problem solving.
- Attention to detail and the ability to learn quickly.
- Excellent verbal, written, and organizational skills.
- Demonstrated creativity, flexibility, enthusiasm and willingness to learn.
- Working knowledge of Windows based software (Excel, Access, Word, etc.).
- Exposure to financial industry, banking is a plus.
- Knowledge of financial statements is a plus.
- Knowledge in French and English language.

Contact

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