



Citymesh – Customer Care Officer

Your impact at Citymesh

As a Customer Care Officer, you serve as the central administrative point of contact for our B2B clients. Based in Oostkamp, you work closely with your team to ensure smooth handling from quotations to invoicing and order management.

You collaborate closely with Presales, Operations, and Finance. Technical inquiries are handled by your technical helpdesk colleagues, allowing you to focus entirely on administrative excellence.

In practice, you'll:

- **Handle client communication:** Address inquiries from B2B clients efficiently and cordially via email, chat, and CRM.
- **Provide commercial support:** Prepare accurate quotations in close collaboration with the presales department.
- **Track orders:** Process and monitor order follow-ups with high attention to detail.
- **Oversee invoicing:** Manage accurate creation and tracking of client invoices.
- **Manage customer feedback:** Handle complaints and administrative questions in a structured and solution-oriented manner.

What do you bring to the table?

- Fluency in Dutch and English, with a basic working knowledge of French.
- A customer-first approach and a calm, clear communication style across all interactions.
- Strong organizational skills, high attention to detail, and a practical problem-solving mindset.
- Digital curiosity: eager to learn new systems and leverage AI tools and our CRM software to boost efficiency.
- A proactive attitude with a desire to share ideas and improve daily team workflows.

What you get from us

At Citymesh, you'll join an enthusiastic and ambitious team where your input matters and where you have room to keep growing. A good job is about more than the role itself. Flexibility, time off, mobility and a solid salary package matter too. Here's what you can count on:

- A full-time permanent contract with an attractive salary package, including €8 meal vouchers per working day, eco vouchers, hospitalisation insurance, a CAO90 bonus, year-end bonus, net expense allowance and the annual sector premium under PC 200.
- A 40-hour working week, giving you 20 statutory holidays plus 12 additional ADV days each year. Because

there should still be time for life outside work.

- Flexible working hours and the option to work from home 1 day per week following your onboarding period, in agreement with your team lead.
- A company car with fuel or charging card. Prefer another way of getting around? A mobility budget and bike leasing are also available.
- A flexible benefits plan that lets you shape part of your salary package, including options such as multimedia, pension savings and additional insurance.
- A free mobile subscription and the option to get your home internet through Citymesh at an absolute bargain price.
- Room to keep growing through internal workshops, external training and relevant certifications.
- A warm workplace with plenty of humour, the occasional bad joke, and an afterwork team that knows how to mix things up — from karaoke nights to boat trips and even a diving session.
- Food brings us together: fresh fruit on Mondays, tasty soup three times a week and fries on Fridays. And every now and then, pizza, sushi, after-work drinks or a barbecue make an appearance too.
- Our office in Oostkamp is easy to reach, with plenty of parking and charging points for electric cars.

Curious for more?

Excited to help build Citymesh and take on this role? Let us know. We'd love to meet you

