



## Citymesh – Customer Care Officer

### Your impact at Citymesh

Joining our Customer Care team, you will play a key role in delivering high customer satisfaction for both our B2B and B2C clients. You will serve as the primary point of contact for administrative inquiries regarding the Citymesh and edpnet product portfolios. By guiding customers via phone, email, and webchat, you ensure a smooth experience while maintaining accurate records in our CRM system.

In this role you focus on:

- **Customer support:** assisting customers in a friendly, efficient manner with all their administrative inquiries via phone, email, and webchat.
- **Subscription management:** within our in-house CRM (Snappy), you process orders, relocations, cancellations, and billing inquiries accurately.
- **Complaint handling:** taking ownership of customer issues with a solution-oriented approach, you ensure clear and precise follow-up.
- **Cross-department collaboration:** for specialized cases, you liaise smoothly with the Technical Helpdesk, Billing, Planning, and Delivery teams.
- **Process optimization:** you actively reflect on daily workflows and suggest improvements to internal procedures.

### What do you bring to the table?

- Fluency in Dutch, French, and English, both written and spoken.
- No prior experience required: your eagerness to learn, combined with our intensive onboarding, will get you up to speed quickly.
- A calm, pleasant, and customer-focused communication style.
- An organized way of working with strong attention to detail, alongside a collaborative team mindset.
- Besides the fixed office day (1 Friday every 2 weeks) in Sint-Niklaas, you are willing to be present at the office in Sint-Niklaas or Oostkamp during the onboarding trajectory, info sessions, team events, or training sessions.

### 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 with fixed working hours (8:30 - 17:00), giving you 20 statutory holidays plus 12 additional ADV days each year. This ensures plenty of room for a healthy work-life balance.
- A largely remote role where you mainly work from home, combined with the agreed fixed office presence.
- 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.
- Our offices in Sint-Niklaas and Oostkamp are 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.

