



Support Officer

Position summary:

At Bancontact, market leader in electronic payments in Belgium, our Support Officer is key in both taking care of consumer queries as well as managing the day-to-day business of the office.

As hands on person you will not only act as a warm host welcoming visitors into our office but you will also convey our brand values in your contacts (written / telephone) with the end-users of our product (consumers / merchants).

Bancontact uses an omnichannel strategy that is unique in Belgium and continues to break new ground in technological innovations. As our Support Officer, you are part of this unique approach by managing and coordinating our office in a warm, pro-active, creative and efficient way. As Support Officer you report to the Business Development Manager.

Job location: Brussels

Responsibilities:

The responsibilities of the Bancontact Support Officer are centered around two main areas, i.e. delivery of 'consumer/customer support' and managing the day-to-day business of the office.

Consumer/customer support:

The 3 main areas in scope of the consumer/customer-facing part of the Support Officer function are:

1. Customer Care and Reception:

You are fluent in Dutch, French, and English and greet both the visitors in our office as well as the consumers/merchants on the phone in a friendly way.

Coordinating is your second nature, i.e. you are able to swiftly organize appointments and set-up meetings.

2. Management of Consumers Inquiries

Our end users (i.e. consumers, merchants) seek contact with us via our website.

You are responsible of providing adequate replies to their requests.

3. Events Organization

From time to time we organize (marketing or customer) events. Our Support Officer is in that case our 'master of ceremonies' organizing and overseeing all aspects of the event logistics (catering, furniture, accommodation, etc.).



Managing office day-to-day:

The main responsibilities of the Support Officer with regards to the management of the office are:

1. Office and Stock Management:

You are in charge of our supplies management, i.e. ranging from office equipment and print cartridges to cookies and drinks.

Our offices are cleaned by a professional cleaning company on a daily basis. However, you make sure that our office area looks clean and tidy at all moments during the day.

2. Meeting preparation

Colleagues can rely on you to welcome their visitors, offer them a drink, order sandwiches when applicable and make the meeting room tidy again after the meeting.

3. Mail Handling

Outgoing mail like contracts, formal letters, etc. are handled by the Support Officer (via DHL, Bpost...)

4. Management of a Legal Repository

Contracts and Non-Disclosure Agreements (NDA) are centrally kept in a legal repository. The Support Officer is the master of this repository. He/she scans/copies contracts and stores them in the repository and updates and maintains it.

Desired skills and experience:

We are looking for a highly-motivated candidate, willing to convey our brand values in everything he/she undertakes in his/her daily job.

- Bachelor Degree or equivalent through experience
- Fluent in English, Dutch and French (reading, speaking and writing)
- Excellent time management skills and ability to multi-task and prioritize work
- Attention to details and problem solving skills
- Excellent written and verbal communication skills
- Strong organizational and planning skills
- Proficiency in MS Office



What Bancontact will offer you:

A great challenge in a welcoming, positive and innovative environment!

As an employee of Bancontact you will enjoy the benefits of being a part of our amazing team working in a nice environment (including fresh fruit, good coffee, company events) where you will be granted every opportunity to develop your competencies.

Also, we truly believe that our success is made possible by the talent and energy of our team that is why your job will be also rewarded by a competitive salary and package.

Are you eager to strive for excellence, do you like a challenge and would you like to be part of a dynamic team?

Then make sure to send your CV and cover letter by e-mail to

alison.caporale@bancontact.com