

Ezwim (www.ezwim.com), a fast growing and innovative Software-as-a-Service company, is searching for an ambitious Business Support executive.

Business Support executive

About Ezwim

Ezwim was founded on a simple but powerful idea: organizations should have complete control over their mobile and fixed communications assets and costs, with the ability to administer their telecom infrastructure over the web from any browser. Since 2001, we've helped many individuals, small businesses and global companies do exactly that with our telecom management cloud services for enterprises and operators.

Our Telecom Management Suite offers a complete portfolio of telecom management applications, and helps companies reduce their telecom costs and increase process efficiencies by running every part of their enterprise telecommunications in the cloud. Ezwim is a privately held company with headquarters in Amsterdam, The Netherlands and has clients on all continents.

We are passionate about helping our customers to more effectively acquire, control, understand, and manage their fixed and mobile communications services through the use of our world leading Telecom Expense Management SaaS products.

Job Description

As a Business Support executive you will be responsible for service delivery to our customers. In other words, you ensure that our services are best delivered to our customers.

In order to maintain our leading position as the best quality provider of TEM services, we are always looking to improve and innovate, so we always offer the best solutions to our customers. Everyone in our team, and certainly the Business Support staff, plays an important role. You become part of a team of dedicated professionals, working closely with colleagues, customers, and partners. You will frequently communicate in English both in oral and in written form with both colleagues, customers and partners. Clear and confident communications skills are required for telephone, written and face-to-face settings.

Job responsibilities

With regards to our software solutions:

- Processing the digital monthly phone invoices of our customers in our databases and maintaining its administration. We receive invoices which contain all CDR's (call detail records) from over 100 operators globally, and it is very important to maintain this well;
- Responding to service tickets, both electronically and on the phone

- Logging bugs and other 'issues' regarding our software solutions and ensure that our software developers will solve them within the framework of the 'service level agreements' which we have with our customers
- 'monitoring' the satisfaction of our customers and users, and hearing the needs of customers regarding improvements in software products and services
- Initiate ideas towards our product managers for improvements and new functionalities in our software and services
- Contributing to the testing of new software and report any bugs during the product development phase

With regards to our reselling partners:

- Maintaining contacts with providers, contacts with our customers and their employees (end users);
- Answering questions by our ticketing system, mail or by telephone;
- Updating of administrative changes to the database;

Job requirements

- Dutch MBO or HBO diploma (or equivalent) and some years of relevant work experience
- Demonstrable affinity with IT, internet and telecommunications
- Good command of office software such as Microsoft Excel, Outlook, Word
- Excellent communication and interpersonal skills
- Positive, proactive, solution-oriented work attitude and inquisitive
- Well-organized, structured and precise way
- Flexible attitude and ability to deal well with dynamic, time pressure and change
- Customer and service oriented
- Excellent command of English and Dutch. We view command of German, French and Spanish as a definite plus
- Based in The Netherlands, Randstad area

Our offer

- You become part of an entrepreneurial, dynamic and fast growing company.
- You play a visible role in the further development of our company.
- You become part of a highly capable, motivated and committed team.
- An attractive employment package.
- Good opportunities for personal development.

Ezwim does not appreciate offers/help from recruiters.