

Customer Support Officer

About us

At iopool, we aim to become the #1 pool assistant in Europe. We are digital and innovative pool tech specialists with the best customer support in the pool business.

We want to make pool care as easy as possible. We guide pool owners through from the first steps to a better understanding of their water balance.

Our long-term goal is to bring innovative solutions that aim to decrease the overconsumption of chemicals, using a more accurate dosage or developing products allowing a decrease in biocides usage.

We are a passionate and young team composed of talented people, who bring their enthusiasm in a fast-growing disruptive project.

Who are we looking for?

We're looking for a customer support officer for France and Belgium to join our team. You must handle customer requests and questions ; generate leads by creating quality content ; convert leads and identify potential up-sell or cross-sell opportunities with existing customers.

Learning water chemistry is no easy task ! Therefore, you are not afraid of willing to become a true pool specialist ; **your main job will be to advise our customers on how to correctly manage their pool water.** You consider yourself as a true empathic person and a very good communicator ; you should be articulate and able to get your point across in a way that is straightforward and intelligible to every customer. You are willing to go the extra mile to ensure customer happiness and satisfaction

Responsibilities

- Increase your customer portfolio account by 31/09/21
- Maintain a customer satisfaction rating of 90%
- Increase our blog traffic by 200% by 31/09/21
- Increase our community by 200% by 31/09/21
- Decrease our median response time by 50% by 31/09/21
- Keep track of customer expectations and recurring issues
- Build a sustainable and mutually beneficial relationship between customers and your brand
- Write quality content (blog posts, emails, social network posts)

About you

- Bachelor's degree preferred
- Proven track record as a content creator or similar role
- Excellent writing skills in French and Dutch
- Basic English knowledge
- Having a swimming-pool is a real-plus !
- A certain passion for solving user needs
- Enjoy working in a tech start-up environment

What can we offer you?

- A great challenge in a fast paced environment
- Having responsibilities like in no other place
- A desk in our cool headquarter office at the Scientific Park, Sart-Tilman, Liège
- Quality coffee, weekly team lunch and monthly team drinks
- Ability to grow with the company
- A competitive salary and package

To apply, send your resume and a brief explanation (in French, 100 words max) on why you'd like to be part of our journey to apply@iopool.com