



# FULL TIME CUSTOMER SUPPORT

## WHAT ARE YOU GOING TO DO?

As a Customer Support Employee you are the point of contact for FiveX. You answer the various incoming requests via e-mail, telephone and chat. You help FiveX users to familiarize themselves with our platform and ensure that any problems are identified so that the technical team can address them.

In addition, you further optimize the Customer Support process and you take on the role in the field of customer support, which means that there are great growth opportunities for you within FiveX. If you want to grow with this fast-growing start-up, now is the time to join!

Specifically, your duties would consist of;

- you are the fixed point of contact for customers with application questions or advice issues for customer satisfaction and improvement processes
- you are responsible for setting up and implementing the onboarding program for new customers
- you keep the FiveX knowledge base up to date
- you proactively maintain customer contact to optimally support them you analyze user activities on a monthly basis
- you think creatively about how we can grow as an organization

## YOU HAVE/ARE..

.. communicative and solution-oriented and knows how to turn customers into friends;  
.. keep a good overview through the various communication channels;  
.. quick to master new systems and handy with computers;  
.. fancy a new challenge and want to learn in a fast growing company; .. if you have HR & Office Manager ambitions, that's a good thing!

.. a hands-on mentality, taking initiative, common sense and able to keep things going;  
.. ambitions and can keep a good overview;  
.. a real team player and masters good communication skills, both verbally and on paper;  
.. finds it important to make a valuable contribution within a start-up environment;

## WHAT DO WE OFFER?

- A cozy and informal working environment in cool Amsterdam
- A challenging position at a start-up where you can learn a lot and contribute to FiveX with unique opportunities and growth opportunities Flexible working hours
- A cool office with sports facilities and roof terrace
- A good salary and travel allowance
- Very nice BBQs and drinks together with your colleagues!

## ABOUT US..

With FiveX we are building a platform to enable online retailers to see all the insights of the business. With years of experience, the vision has arisen to launch FiveX and to help entrepreneurs achieve 5X more results from their business. Through the right methods, systems, mindset and expertise, our customers will achieve more success!

Do you also want to be part of this team? Then apply quickly! You can email your motivation and CV to [info@fivex.nl](mailto:info@fivex.nl). If this is the match, we would like to schedule an (online) meeting with you.

