



Dutch Language Customer Service Administrator – Job Profile  
(Hours - 9.45am – 18.00pm)

Here at Lifepplus people are at the heart of what we do. Each Lifepplus Colleague is a key part of who we are.

We value everyone who works with us and do all we can to create an environment where mutual respect, trust, collaboration and shared sense of purpose drives all that we do. We strive for our people to feel valued and to have fun at work.

We' re looking for people to join the lifepplus team that want to work for a unique company with lovely, kind and generous people.

We have a network of associates that are passionate about Lifepplus products and people. They contact our Customer Service Administrators in St Neots with their product orders and questions. Our Customer Service Administrators provide excellent customer service to the network by building relationships, resolving queries on a wide variety of complex topics and processing orders and changes. Customer Care is the first contact point for our network and the role is to truly represent the values and principles of Lifepplus.

The role will include but is not limited to

- Develop positive relationships with customers to provide excellent customer service
- Use bespoke Lifepplus IT Systems to resolve and process customer orders and queries

- Take prompt and appropriate action for the customers
- Assist new customers with their enquires and setting up accounts
- Process and complete administration of payments
- Collaborate with colleagues in Lifeplus to help us be the best we can be
- Develop product and process knowledge to continue providing excellent customer service
- Be a proud ambassador of Lifeplus to customers and colleagues

#### Key Attributes

- Passionate about delivering customer service
- Fluent in speaking and writing Dutch
- Willing to learn how to use a variety of bespoke IT systems
- Positive and engaging communication skills
- Ability to work in a team, ask for help and trust colleagues
- Problem – solving skills to take the initiative and develop your knowledge

The responsibilities and attributes listed above is indicative it is not exhaustive and is not designed to limit or inhibit the way we work or how the role develops. This is intended to be a fluid document and indicates how we currently see the role.

- Please note: The successful applicant will be required to undertake a criminal record check.
- Please advise us in advance if you have any special requirements if you are asked to attend an interview.