

CLIENT SERVICE

iBrowse is a Paris-based international ISP specialising in private networks and value-added services such as private networks, VOIP and WIFI services for large international groups.

The Job

We are seeking a [Client Service team member](#), to work in a multi-tasking environment. Each team member should specialise in support or delivery, but be able to back-up his/her colleagues. You will be working as a key member in an informal team based in our offices in central Paris.

Key responsibilities:

The Client Service team is responsible for the entire process from order-processing to service delivery, and for 1st level customer issue resolution:

- Delivery: order processing
- Logistics
- Commissioning
- Level 1 telephone support for all services and products
- Customer advocate

Technical Skills

Logistics

- Keep stock lists of all equipment, configured and un-configured
- Prepare equipment shipments according to packing lists
- Schedule shipment timing
- Follow-up on shipment delivery

Delivery

- Validate order contents
- Prepare and follow circuit orders
- Identify equipment needs and create packing lists
- Coordinate external partners and suppliers
- Circulate weekly, high quality delivery reports internally and to clients

Telephone Support – French/English

- Reply professionally to incoming calls from users
- Identify customers with support needs, and pro-actively contact them
- Manage internal ticketing system
- Audit internal monitoring tools to ensure problems are identified and resolved quickly
- Remain polite, positive and professional in all circumstances

Your Qualifications

Your experience can be with a technical bent, or in any customer-facing job – if you're willing to take on the challenge or working in a technical environment. The ideal candidate will have worked in Customer Support with a service provider, in an international environment.

You're enthusiastic about being heavily involved in the business' internal processes and driven to enable us to best meet clients' needs. You'll need to be autonomous & curious with strong organisational skills and attention to detail.

Excellent communication skills in English and in French (written & spoken) are required.

The successful candidate will be:

- A quick learner with the ability to adapt to the changing service needs and processes of the business.
- Good listener, capable of clarifying and understanding issues fully
- Experienced in prioritizing tasks effectively to complete deliverables on time while also supporting day-to-day issue escalations
- Passionate about finding creative solutions
- Driven to understand new technology and practical applications
- Disciplined in providing great customer service to internal and external customers
- Positive

To succeed you will need to be able to work well in a small-company team environment and to prioritize tasks independently.

Our team

We've worked for telecoms operators, as applications development experts, as technology consultants and as strategic consultants. Based in Paris, with a satellite office in Cluj-Napoca, iBrowse is composed of people who have lived and worked in Europe, America and Asia. We speak fluent English, French, German, Hungarian, Portuguese, Romanian, Hindi, Gujarati, Spanish, Arabic and Tamil.

- Start-up « spirit » ... in an fast growing self-financed profitable business – innovation, multi-tasking, autonomy and involvement in taking the business to the next level
- Talented, committed and enthusiastic team
- Performance based remuneration
- Innovative company that values solving customer needs
- Positive workplace environment & professional customer service attitude
- Open communication between staff & simple management hierarchy; we work as a team here
- Bilingual workplace (English/French)
- Europe-wide network & international customer base

About iBrowse

Across Europe, iBrowse creates and manages private WANs for large multinational companies with decentralised sites and needs for high quality communications with full redundancy in multiple countries. We provide circuits from DSL to fibre-optics over a resilient, redundant MPLS network.

Our solution includes sophisticated QoS and application-aware load balancing, as well as a single security policy across European networks. We also provide high value-added services such as Internet breakout/firewall management, managed WIFI solutions and customised VOIP applications.

If you feel that you are up for a challenge, please apply via recruit@ibrowse.com with cover letter stating why you would be a good fit for the role and include your CV. You can find more information about us at www.ibrowse.com. Thanks!