

## **Customer Service Representative (native English speakers)**

*24 - 40 hours/week*

Are you seeking flexible employment in the Netherlands? Are you a native English speaker who is passionate about helping others and providing good quality customer service?

### **About Digidentity BV**

Digidentity offers digital solutions to governments, companies and individuals, enabling users to authenticate themselves online in a safe and simple manner. We are the creator of the Dutch government authentication system, DigiD, and one of the providers you can verify your identity with for GOV.UK Verify.

### **Job Description**

We are seeking native English-speaking candidates to join our growing customer service team, serving citizens of the United Kingdom.

Our UK service desk agents provide high quality support for users verifying their identity online using GOV.UK Verify. This online account can be used to access services such as HMRC tax, DVLA and State Pension. We offer a wide range of support; from answering simple queries such as how to log in, to more complex troubleshooting such as unsuccessful ID verification.

As a Customer Service Representative, your responsibilities include:

- Answering enquiries via phone, chat and email
- Assisting users with registration issues and account queries through problem solving and decision making
- Handling information discreetly, and accurately recording all customer contact in the system
- Sending follow up information via email and initiating contact with users when necessary
- Escalating issues to the second line support team
- Performing verification checks to a high standard
- Contributing to product improvement

### **Competencies & Requirements**

We are looking for candidates with the following qualities:

- **Mandatory:** Must be a native English speaker (British nationals preferred)
- **Mandatory:** Must be able to adapt to different shift patterns
- GCSE or equivalent qualifications at an advanced level
- Previous customer service experience is a plus
- Computer literacy
- Excellent communication and interpersonal skills
- An empathetic attitude towards users
- Ability to think quickly and multitask in a busy environment
- Proactive work ethic
- Happy to work a fair share of evening and weekend shifts

### **Digidentity BV**

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### **What we are offering**

- An initial 5-day training program in order to learn the ropes of the service desk
- Continuous coaching and mentoring to ensure you progress in your role
- Flexible part-time work with the possibility of working more hours
- A service desk open 7 days a week, with options to work between 9am-11pm on weekdays and 9am-6pm at the weekend
- Working in a close-knit, international team including colleagues from the UK, Canada, Australia and Romania
- Becoming part of an enthusiastic team who encourages innovation and participation
- Opportunities to grow within the service desk and even within other departments of the company
- Provision of lunch, along with coffee, tea and soft drinks at your disposal
- Close proximity to The Hague HS train station- we provide compensation for travel costs

### **Are you interested?**

Please send a motivation letter along with your CV to [hr@digidentity.com](mailto:hr@digidentity.com) entitled 'Customer Service Representative Vacancy including your name'.

Please answer the following questions within your motivation:

- How many hours are you looking to work?
- How flexible are you in the days you can work?
- When would you be available to start working?

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