Vacancy Customer Service Representative (native English speakers)

24 - 32 hours/week

About Digidentity

Everybody should be able to identify, authenticate and authorize themselves online in a simple and secure manner. That is our mission! Digidentity develops and provides solutions for secure digital communication between individuals, companies and Governmental agencies.

For this purpose, we are continually developing new services and improving existing ones, such as ‘Virtual Smartcard Technology’. This is to provide a unique digital identity, which a user keeps complete control of.

Digidentity is specialized in the delivery of certificates, authentication services and digital signatures. We work on systems which are currently being used by millions of users.

For the identification platform we provide for the British government, we are currently seeking new customer service agents to help support and assist our customers.

What can you expect?

- 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;
- The service desk open 7 days a week, with options to work between 9am-11pm on weekdays and 9am-6pm at weekends;
- Working in a close-knit, international team including colleagues from the UK, Canada and Australia;
- Informal office atmosphere;
- Digidentity consists of 80 international team members. Free lunch is offered, and you can enjoy it together with your team. Coffee, tea, fruit and soft drinks are always available;
- An easily accessible office location, next to The Hague HS station and travel expenses are covered.

What do we expect?

- Answering inquiries 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.
Knowledge and Experience

We are looking forward to hearing from you if you meet the following criteria:

- 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.

Interested?

Send your motivation and your CV to recruitment@digidentity.com with the subject “Vacancy Customer Service Representative & Your Name”. This email address can be used for questions regarding this position as well.