

## **Customer Service Representative (Native English Speakers)**

*24 - 32 hours*

### **About Digidentity**

Everyone should be able to identify, authenticate, and authorize themselves online in a simple and secure way- that is our mission! Digidentity offers solutions that enable safe digital communications between individuals, companies and governmental agencies. To this end, we are continuously improving and developing the services we provide.

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

### **Our customer service team is responsible for:**

- Answering enquiries via phone, chat and email.
- Helping customers with registration issues and queries through problem solving and decision making.
- Sending follow up information via email and initiating contact with users when necessary.
- Accurately recording details of incoming calls in our system.
- Performing verification checks.

### **Skills & Requirements:**

- Native English speaker
- Available for 24-32 hours a week
- Flexible and willing to work a variety of shifts. Our helpdesk opening hours are Mon-Fri 9am-11pm and Sat-Sun 9am-6pm.
- Previous customer service experience is a plus.
- Ability to show empathy and respect when communicating with customers.
- Computer literacy
- Strong communication skills
- Self motivated and comfortable with working in a close knit team.

### **We offer:**

- An enthusiastic team who encourages innovation and participation
- Lunch, coffee, tea and soft drinks at your disposal.
- Travel compensation
- Close proximity to Den Haag HS train station

### **Are you interested?**

Please send your motivation letter and CV to us at [jobs@digidentity.com](mailto:jobs@digidentity.com). For further information please send your questions to the same email address.