



Job description:
Call center agent - dispatcher

Function

- Taxi orders management (phone calls & emails);
- Assistance to customers and drivers (before & after order);
- Reporting of daily incidents;
- Administrative support.

Skills

- Good knowledge of the Brussels-Capital Region is an asset;
- Previous experience in a call center is an asset;
- Proficiency in Office Suite (Outlook, Excel, Word and PowerPoint).

Language skills

- French – Bilingual or native;
- Dutch – Good oral, written knowledges;
- English – Good oral, written knowledges.

Qualities

- Focus, rigor and discipline;
- Stress resistance;
- Team Spirit;
- Ability to adapt to various contexts;
- Sense of contact and listening;
- Ease of adaptation to various IT tools.

Contract information

- Permanent contract, full-time contract (38h/week);
- For afternoon (14u-22u) or night (22h-6h) shifts + weekends;
- Starting date: as soon as possible;
- Workplace: Boulevard Sylvain Dupuis 231/26 à 1070 Brussels.