



Call center operator  
Nightshift  
Permanent contract

## **Description of the function**

- Registration of taxi orders (phone calls or e-mails).
- Assistance to customers and drivers (before and after order).
- Reporting of daily incidents.
- Participation in the continuous improvement of processes, methods, and technological tools.
- Administrative support.

## **Profile description**

- Express yourself clearly, politely and in a courteous, friendly, and structured manner.
- Conduct a telephone conversation quickly and efficiently while listening customer needs.
- Remain patient, take a distance so as not to succumb to possible stresses conveyed by customers and drivers
- Be comfortable with the different applications (reservation software, business tools, office solutions, ...).
- Listen to the environment and learn about the procedures in place.
- Knowledge of the Brussels-Capital Region is an asset.

## **Language proficiency**

French	Flemish	English
Bilingual or native language	Oral language skills, written knowledge	Oral language skills, written knowledge

## **Contract information**

- Permanent contract, full-time (38h/week).
- Night shift + weekends + holidays.
- Start date: as soon as possible.
- Workplace : Boulevard Sylvain Dupuis 231/26 à 1070 Brussels.