

IBFD is an Amsterdam-based organization. Its core business is research, publications and education in the area of international taxation and legislation. IBFD has a strong international client base of specifically Fortune 500 companies, governments, international consultancy firms and tax advisers. Within IBFD there are 130 employees, 70 of whom are foreigners from more than 30 countries. In addition, the organization is supported by a worldwide network of local correspondents, who report on the latest tax changes and trends. IBFD carries out government consultancy projects and its International Tax Academy provides a wide range of courses on international taxation.

Currently we have a challenging position for a

## Customer Services Representative

### Customer Services Department

The Customer Service (CS) department plays vital role in executing all external and internal customer-facing processes. The external customer base is mostly Business-to-Business (B2B), comprising large corporations, tax consultancies, booksellers, individuals, governments and not-for-profit organizations, with some Business-to-Customer (B2C) contact. Our internal customers are all other IBFD departments, primarily marketing & sales.

### Task and responsibilities

In this exciting fulltime position you will be working with a close knit, professional and highly qualified customer service team. Working with you will be (senior) Customer Service Representatives, Marketing, Sales, Finance and other departments within IBFD.

This position requires that you be able to work both within a team structure and independently. You will be individually responsible for ensuring that cases assigned to you are handled properly and resolved quickly and accurately. This is a great opportunity for an experienced CSR professional with strong customer orientation, order management and interpersonal skills.

#### Customer Support (internal & external):

- Respond to all types of external customer queries (orders/ online authorisations/ subscriptions/ claims/ invoices/ general information requests), by phone, e-mail and fax
- Respond to all types of information requests by the internal IBFD account managers
- Inform customers about new products, trials or special offers
- Forward specific customer questions to relevant other departments (i.e. sales, marketing, finance)

#### Order Management:

- Process orders/subscriptions for print and/or online products (order entry, fulfilment, invoicing), according to Service Level Agreements (SLAs)
- Recommend alternatives to external customers when requested items or services are not (immediately) available
- Proactively identify and communicate to customers issues that may affect their orders

- Identify continuous improvement opportunities in daily operations and advise senior CSR

#### Customer information management:

- Maintain new/existing clients & contact persons within Oracle E-Business Suite (EBS)
- Maintain new/existing products & online services within Oracle EBS and Hitore

### Requirements and characteristics

#### *Knowledge and Experience*

At least MBO level education

- Minimal of 2 years of experience in Customer Care Experience in the Publishing industry preferred
- Fluent in English written and spoken (plus fluency in another European language)
- Experience with MS Office (Word, Outlook and Excel)
- Experience with Oracle preferred, but training provided
- Knowledge of ordering and invoicing processes
- Knowledge of organisational processes

#### *Skills*

- Strong written and verbal communication
- Negotiating abilities
- Pro-active
- Problem solver with a nose for sales opportunities

### Salary & fringe benefits

- Depending on background and relevant work experience, we offer a salary between Euro 2,100 - 2,300 gross per month, based on a full-time position (36hrs)
- 8% holiday pay
- Up to 31 days paid holiday per year
- Free physiotherapy massage every three weeks
- Plus more!

### For more information, please contact:

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Send your application before 8 June 2009 to

e-mail: [recruitment@ibfd.org](mailto:recruitment@ibfd.org).