



## Process Expert

**Soort functie:** Freelancer en vaste medewerker      **Locatie:** Brussels  
**Duur:** Longterm      **Referentie:** 202209531

### Omschrijving:

Our Customer is a Telecom & ICT company operating in Belgium and on the international markets, providing services to consumers, businesses and the public sector. Their advanced interconnected fixed and mobile networks offer access anywhere and anytime to digital services and data, as well as to a broad offering of multimedia content. They invest in future-proof networks and innovative solutions, creating the foundations for sustainable growth.

#### Context:

Excellent service is an asset that our customer wants to play in a highly competitive market environment. Within your department, we strive to meet our customers' expectations by identifying pain points in our processes and implementing customized solutions. We work on shorter term optimizations, as well as on more long-term supporting applications and process improvements.

We're looking for an experienced process expert for the Mass Market repair - Customer Journey. The process expert focuses on the implementation of short-term structural improvements. She/He builds a framework for an application that supports agents in handling customer requests and takes first steps towards implementation.

#### Job content:

As a process expert you are responsible for identifying & implementing opportunities to improve the customer experience and internal efficiency in the servicing domain:

- Starting from specific pain points you identify improvement opportunities (both for the customers and for our operational services)
- You organise workshops to gain a better understanding of the problem, analyse potential solutions and formulate a plan of approach for which you obtain the necessary buy-in internally.
- For each initiative you make a business case and you defend your idea towards management.
- You discuss your idea with operational teams and you involve them during the entire implementation phase.
- On a regular basis you give a status update to management
- You are looking for synergies and best practices with other teams within our organisation (e.g. Technical servicing prof market domain, Administrative servicing mass market,...).

### Vereisten:

#### Profile:

- Native Dutch or French speaking, capable of communicating in Dutch, French, and English
- You are fascinated by digital solutions and are always looking to improve customer satisfaction and internal efficiency.
- You're diplomatic, communicative and you can build bridges where needed.
- You can communicate complex subjects in a simple and clear way
- You can prioritize, structure and distinguish the core of side issues
- You can think both conceptually and very concretely
- You are result-oriented, analytical, structured and proactive
- You spontaneously propose new initiatives and substantiate them with detailed arguments
- You are a team player, both transversely and within your own department
- Good knowledge of Microsoft office: Excel, PowerPoint, Visio

- Good knowledge of MicroStrategy or similar reporting tools

**Start:** 2022-06-30 22:00:00