

Account Manager / Multi-Technical Maintenance (Call Centre)

Operating since 2004, MT SOLUTIONS is a B2B full-service company – with no less than 7,000 clients and 2,400 partners across France – providing multi-technical building maintenance and facility management (all trades covered), including sales floor and office layout solutions.

Job description

As our business is growing, we are hiring an Account Manager. Your main tasks and responsibilities will be to answer clients' queries and provide them with quotes within our human-sized call centre.

Tasks and responsibilities

- Analyse clients' requests, provide a methodical diagnosis by asking relevant questions in order to precisely define the subject or the dysfunction.
- Answer clients' queries by telephone, email or post.
- Handle clients' requests from start to finish by planning contractors' interventions, taking care of administrative management of clients' files and securing billing.
- Advise and assist clients as well as contractors by providing information and guidance related to the interventions, quotations and billing.
- Provide an answer or resolve a dysfunction, evaluate and validate the spokesperson's understanding or the problem's resolution according to process and quality standards.
- Contribute to clients' satisfaction, build loyalty relationships by retaining customers and partners, help maintain a positive brand image by providing top-notch customer-oriented service and support.
- Update the database of our clients and partners with all necessary information allowing a third party to understand a file and potentially take over a case (call type and history, log).
- Contribute to the continuous improvement of service and client's satisfaction by escalating relevant information to your manager.

Required profile

- You have at least 2 years of advanced studies and a first significant experience in B2B customer service (contact/call centre), ideally in building maintenance.
- You speak fluent English.
- You are comfortable with customer records management, you are an active listener and have excellent interpersonal skills with a customer-oriented mindset.
- You are comfortable with computers and management software (CRM, Open ERP). You have excellent oral and written communication skills as evidenced by the ability to liaise with a range of clients at all levels, engaging the company in terms of responsibility and image.

- You have great abilities to analyse and synthesise. You are curious, logical and pragmatic.

Company

MT SOLUTIONS

Area

Paris 16, Ile De France, France

Sector

Design office – Multi-technical maintenance and work

Job type

Full time 39h – 6-month contract followed by a permanent contract

Experience

2 to 5 years

Level of studies

HND, 2 years of advanced studies or equivalent

Career level

Junior (Fixed €1,700 gross/month + Variable)