



Job Title: Customer Service Associate

Department: Customer Service

Location: Ghent, Belgium

Position Classification: Hourly Professional Non-Exempt

Employee Status: Permanent Full Time

Start Date: Immediate

The Customer Service Associate is responsible for providing exceptional customer support services with compassion, professionalism, and a focus on providing the best possible customer experience. The Associate level role is tasked with providing consistent customer service interactions, while gathering product knowledge and learning to leverage essential communication skills.

Who are we?

Fully designs and sells office furniture to create a healthy, active working environment. We believe that an open workplace should be both dynamic and supportive. A place where people feel good, can move and cooperate optimally. In all our designs, we strive for the ideal mix of aesthetics and functionality. Our award-winning standing desks and iconic Capisco chair form the core of our product range, complemented by a full range of no-nonsense products to provide a total solution for individuals, smaller start-ups and large multinationals alike. As an ecommerce player in a fast-paced market, we like to keep our finger on the pulse of our customers. Only in this way can we continue to be a pioneer in rethinking the workplace of the future.

In doing so, we always start from our own corporate philosophy. Openness, health and cooperation are values that bind us as a young team. We like to take on commitments together in and outside of the job and are proud of Fully's social commitment to diversity and sustainability.

With us, you don't work in a strict hierarchical structure, but in an open team where everyone contributes and gets the space to develop themselves. Ideas, projects and expertise are shared in an informal way. On Thursdays, for example, we usually sit down at the table for the weekly "Fully-lunch" and on Fridays we sometimes play a game of ping-pong. We like to get to know each other outside of the job description and show an interest in each other's world. We are constantly learning, constantly moving, both as individuals and as professionals.

We do not only work intensively together within the team in Ghent, but also with colleagues at the Fully headquarters in the United States (Portland, Oregon). This creates interesting



synergies and allows us to build economies of scale and grow rapidly, both as a company and as a team.

Skills and Competencies

1. Strong communication skills, with the ability to utilize written and verbal communication methods for clear and compassionate customer interactions in fluent **French and English**.
2. Ability to work in a fast-paced, self-directed environment.
3. Strong attention to detail, with the ability to maintain clear and accurate records.
4. Strong time management skills.
5. Ability to make decisions, resolve problems, and think creatively.
6. Ability to manage multiple tasks, expectations, and timelines, effectively.

Duties

1. Provide consistent quality support services to customers via phone, email, and chat.
2. Effectively respond to a high volume of incoming calls with compassion, professionalism and a focus on providing the best possible customer experience.
3. Effectively respond to a high volume of e-mail inquiries with thorough and thoughtful responses that effectively communicate key information to customers.
4. Maintain detailed and organized records of interactions with customers using multiple applications and databases.
5. Seek out detailed product information, and present that information to customers in a manner that is clear and understandable.
6. Assist customers by troubleshooting technical issues, and escalating the customer's issues to the Warranty team as necessary.
7. Walk clients through the product assembly process, and provide direction on use of our products, and reach out to product experts for additional resources if further information is needed to assist the customer.
8. Evaluate resources in order to fulfill special requests or requirements for customers in the pursuit of exceptional customer service experiences.
9. De-escalate customer complaints and conflicts, providing compassion and appropriate solutions and alternatives, with only occasional intervention from supervisory roles.
10. Develop a robust knowledge of existing products, and proactively engage in learning about new product knowledge and processes, leveraging the resources at their disposal.

Relationships

This position reports directly to the Customer Care Manager and interacts with all departments, staff, as well as external clients and vendors. No direct reports.

