

Customer Success Associate

operations – Dutch native – m/f/x

We take the hassle out of moving so that you can settle in

Smoooved offers a free, online one-stop-shop to optimize all your moving administration in one go - through smart comparison modules for energy, telecom, insurance etc. Smoooved is free for the mover – we get commissions from utility suppliers for optimizing the customer experience.

Smoooved was founded in 2019 by [Nathan Coox](#), [Ignace Buelens](#) and [Laurens Vanpoucke](#) – and is backed by some of Belgium's most legendary tech entrepreneurs.



1 Your mission

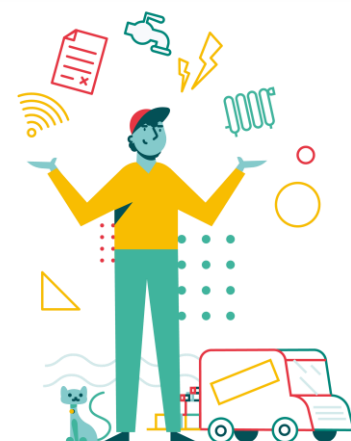
As an **important part of our Operations team**, your responsibilities will include:

- Growing a deep understanding of Smoooved's product, as well as those of our utility partners
- Helping customers optimize their current utility contracts during their move
- Forwarding your customers' voices in the business, directly impacting product development decisions
- Optimizing and developing processes to improve customer success
- Troubleshooting, looking for both effective and efficient solutions for problems

2 Why Smoooved

By working at Smoooved, you'll get the **opportunity** to:

- Play a key role within a fast-growing start-up
- Be part of an open, respectful and fun company culture
- Have a real impact on the company's growth and evolution
- Work with people who love what they do every day
- Expand your network in Belgium's start-up scene at Start It @KBC, Birdhouse by Belfius and imec.istart



3 Who we need

We are looking for **an entrepreneurial person:**

- B. Sc. in preferably Marketing or Business – willingness to learn trumps experience
- Dutch native, French strong +
- Being able to make a customer smile, even from behind a phone or computer
- Entrepreneurial mindset, ready to get your hands dirty
- To-the-point and precise communication skills (both written and verbal)
- Combine strong empathy with a solution-minded, goal-oriented mindset and approach
- Being comfortable speaking to a wide range of people covering a wide range of situations
- Learning new technologies and better ways of working is your passion
- A true team player, taking ownership and taking care of your peers

4 Your best bud

Your closest team mate will be **Ignace Buelens:**



- Ignace is in charge of Operations and the business side of Product Development
- Ignace has a background in Law and Economics at KU Leuven
- He spent a few years in tax consulting, before taking on a digital traineeship at a large bank

Interested?

Drop us an email at jobs@smoooved.be with your resume (bonus points for a short video) and we'll get back to you!

