



## CUSTOMER SUPPORT SPECIALIST



## JOIN THE REGEN AGRICULTURE INNOVATORS

**LOCATION: PERWEZ, BE**

- Respond to customer queries quickly and efficiently, via phone, email or chat
- Identify customer needs and help customers use specific features
- Analyze and report product issues
- Build outstanding relationships with prospective clients through open and interactive communication
- Improve the support system
- Create & update FAQ, policies and procedures
- Be responsible for customer satisfaction management

**SEND YOUR APPLICATION TO:  
M.DECLOEDT@SOILCAPITAL.COM**

## Call for Applications: Customer Support Specialist

Are you early in your career, a quick learner and have great people and multi-tasking skills?

Do you want to dedicate yourself to delivering outstanding support to our customers (mostly farmers in France, Belgium and UK)?

Are you ready to immerse yourself in the world of regenerative agriculture?

We are recruiting a **Customer Support Specialist** to offer excellent customer service and after-sales support to our farmers.

How? We have launched Europe's first certified, multi-national carbon payment programme for farmers that rewards them for reducing their emissions and increasing carbon storage in their soils. You will be responsible for supporting farmers interested in joining this programme as well as customers within it that are generating a personalised report for their farm by using our decision-support platform. This report delivers a range of economic, agronomic and environmental insights (including carbon emissions and storage) that will help them in their transition.

We are looking for a hands-on, highly driven individual that shares our views on, and enthusiasm for, regenerative agriculture. You will help us unlock the potential of farming enterprises to produce healthy food, living soils, clean air and abundant biodiversity.

### Features:

Position:	Customer service specialist
Contract type:	Full time, permanent contract
Starting date:	As soon as possible
Location:	Perwez, Belgium

### Roles & Responsibilities:

In this role, you will be on the frontline of our customer support function, answering questions and resolving emerging issues with accuracy and efficiency that our customers might face. You will also act as the coordinator with other internal experts to provide product & service information related to queries that you cannot answer yourself. Since you will be the first person to perform this role, you will create FAQs, policies and procedures to support our customers in an increasingly automated way over time.

More specifically, as a Customer Service Specialist, you will have the following responsibilities:

- Manage incoming phone calls, emails or chat: provide accurate, valid and complete information within defined time limits; follow up to ensure resolution
- Coordinate queries with internal colleagues when more detailed support is needed
- Collect feedback from farmers contacting the support and communicate it internally
- Build outstanding relationships with prospective clients through open and interactive communication to maintain our reputation for personable, friendly customer service

When you are not busy with the above, you will also have the following responsibilities:

- Identify and assess customers' needs to achieve deeper satisfaction
- Improve the support system
  - Create & update FAQ, policies and procedures
  - Ensure the standardisation of customer support delivery
- Provide suggestions to improve our customer support services and actively working on improving our internal process efficiency
- Be responsible for customer satisfaction management



### **Skills, Qualifications & Attitude**

- A basic familiarity with farmers and farming is important.
- Excellent communication skills in English and French as our current customers are located in Belgium, France and the UK. Dutch is a plus.
- Proven ability to take strong ownership for customer service issues and pursue those issues to resolution tenaciously
- A personality for naturally calm and polite interactions with customers, driven by active listening (whether prospects or customers) when they have queries
- Ability to multitask, prioritize, and manage time effectively
- Problem solver, results oriented, outstanding attention to detail
- Familiarity with Intercom and/or HubSpot (CRM) is a plus
- Strongly motivated by the environmental and social impact of Soil Capital's core mission

### **About Soil Capital**

Soil Capital is a technology driven agronomy business with international experience designing and executing farm transition strategies to regenerate soil health while delivering superior profitability. We have developed a unique decision-support and reward platform for regenerative transitions, called mySoilCapital. It enables farmers to monetize their carbon and compare their costs, while empowering food and farming companies to roll-out regenerative transitions at scale within their grower base by finally reconciling a farm's economic and environmental performance.

### **To apply**

Please send your CV and cover letter explaining your suitability for the role (each of a strict two pages maximum) to Magali Decloedt ([m.decloedt@soilcapital.com](mailto:m.decloedt@soilcapital.com) – 0032496 02 89 39) by 13 August 2021.