

Macadam – Customer service agent

Macadam & Ayvens

Macadam

Macadam is an independent expert in the automotive sector, specialising in objective vehicle inspections and damage assessments. We support leasing companies, car manufacturers and large enterprises with professional, high-quality and innovative solutions.

Digital inspection is our greatest strength. We develop our own digital inspection tools and back-office systems with advanced software and AI to increase the comfort and efficiency of our inspectors and customers. We are proud that this makes us one of the market leaders in vehicle inspections in Europe.

But what is a system without a human touch. Macadam also provides other services and solutions to its clients. This includes the outsourcing of staff members with specialized knowledge and a good network.

Mission at Ayvens

Within this position will be the Macadam face at Ayvens (previously ALD Automotive & Leaseplan). You will be working at the Ayvens site in Asse alongside colleagues of the Ayvens office.

With over 3.3 million vehicles managed across more than 44 countries, Ayvens provides full-service leasing, flexible subscription services, fleet management services and multi-mobility solutions to customers of all sizes, including large corporates, SMEs, professionals, and private individuals. By leveraging their unique position to lead the way to net zero and further shape the digital transformation of the industry, they are well-positioned to meet the evolving mobility needs of their clients and provide them with the solutions they need to thrive.

At Ayvens, they believe that their success is driven by their commitment to customer satisfaction. Their team is dedicated to delivering innovative solutions and technology-enabled services that help their customers focus on their everyday business. Ayvens is committed to sustainable mobility and has made it a core part of their strategy. In everything they do, they're guided by the principles of authenticity, curiosity, commitment and collaboration. They aim to foster an organization that's diverse in people and ideas, where everyone can thrive and be themselves, no matter who they are.

Your responsibilities

- You ensure that all administrative steps of our vehicles at the end of the contract are handled correctly.
- You will deal with customer queries via our internal email system
- You deal with the invoicing of the damage at the end of the contract.
- You handle customer requests for the restitution of their vehicle
- You speak to customers by phone
- You know how to improve the quality of the processes and make proposals to improve our system

Who are we looking for

- You have a higher education in the direction of administration or you have at least 2 years' work experience in a similar position.

- You like administration and you communicate easily by e-mail or telephone.
- You are proactive, organised and manage your priorities.
- You are customer-oriented, patient and stress-resistant.
- You have a very good knowledge of NL and FR both spoken and written.