



BNP PARIBAS
3 STEP IT



Job Offer

Commercial & Customer Support Officer BNP Paribas 3 Step IT

Date: March 8, 2021
Business Line: BNP Paribas 3 Step IT
Position: Commercial & Customer Support Officer BNP Paribas 3 Step IT (1,00 FTE)
Office location: 's-Hertogenbosch, Noord Brabant

The joint venture

BNP Paribas 3 Step IT, the joint venture between 3stepIT and BNP Paribas Leasing Solutions, has started operations in Netherlands. We offer a comprehensive Technology Lifecycle Management solution to mid-market, corporate and public sector organisations in Netherlands, helping IT managers simplify the acquisition, management and refreshment of business technology.

Purpose of the role

We are currently looking for a Commercial minded Customer Support Officer. In this role, you will support the sales team in administration and commercial activities, such as prepare offers, agreements, logins, first point of contact for the customers; input and follow-up of the orders, ...

Role and responsibilities

As a Commercial & Customer Support Officer BNP Paribas 3 Step IT, you will be responsible for:

- General commercial and administrative support;
- Customer on boarding and support;
- Management of pricing and contracting;
- Tasks related to KYC;
- Follow-up of Client Due Diligence (CDD), following BNP Paribas Leasing Solutions' KYC Policy;
- Support our Sales department by CRM maintenance;

Competences & Skills required

- Bachelor's in business, financing or commercial/marketing related field;
- Minimum 3 to 5 years' experience within the IT services or IT Finance / Leasing sector;
- Experience in :
 - commercial support and activities;
 - working with customers, give high quality support;
- Excellent written and verbal communications skills in Dutch and English;
- Good teamwork and interpersonal skills;
- Self-starting and ability to work autonomously;
- Act in ways that demonstrate customer focus and satisfaction by building effective relationships with customers;



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- Have a genuine interest in developing professional relationships;
- Preferably knowledge of given industry and relevant marketplace;
- Ability to edit agreements in English and document commercial proposals;
- Good knowledge of MS Office : word, excel & PowerPoint;

We offer you

- The opportunity to be part of a leading international company in the financial world with the hands-on mentality of an SME;
- To collaborate with a team of professionals within their domain;
- A job in which autonomy, responsibility and initiative are important in an informal, professional and pleasant atmosphere;
- A competitive wage, supplemented with numerous fringe benefits;

If you meet the requirements for the position and feel that you would be a great fit to our team, please send your CV and motivation as soon as possible to Rob Schreuder (Head HR Netherlands) at rob.schreuder@bnpparibas.com. The application procedure closes at March 26, 2021. For more information about the position, please feel free to contact Linton Ligeon (Country Sales Manager BNP Paribas 3 Step IT) by email at linton.ligeon@bnpparibas.com. We are looking to hire great people, who are passionate about using their talents to generate success. So come join us!