



Job Title: Dutch Speaking Customer Service Executive, Sure Petcare

Department: Customer Service

Position Location: Cambridge, United Kingdom

Requisition ID: SPC #06 Customer Service Executive

Sure Petcare, the pet technology specialist, provides pet products that empower owners to care for their pets in entirely new ways. Founded in 2007, we have developed an award-winning range of microchip-operated pet doors and feeders, which solve many problems commonly experienced by pet owners. Sure Petcare, along with HomeAgain, is a Companion Animal portfolio of digital products within MSD Animal Health.

In 2017, Sure Petcare expanded its product range to include connected devices designed to provide proactive pet care by giving owners data and insight into their pets' day-to-day behaviours, activities and routines. Over time, this information will provide pet owners a greater understanding of their pet's health and well-being. Sure Petcare sells direct through retail stores and veterinary practices in 35 countries.

Through its commitment to the *Science of Healthier Animals*®, MSD Animal Health offers veterinarians, farmers, pet owners and governments one of the widest ranges of veterinary pharmaceuticals, vaccines and health management solutions and services as well as an extensive suite of digitally connected identification, traceability and monitoring products. MSD Animal Health is dedicated to preserving and improving the health, well-being and performance of animals and the people who care for them.

For more information, visit www.surepetcare.com

Job Description:

- Providing support via email, telephone and online to Dutch and English speaking customers. Back-up support on other languages as required.
- Direct contact with individual customers to troubleshoot, solve their issues & escalate as appropriate.
- Use of all SureFlap online systems to support customer service provision.
- Work with fulfilment centers to ensure smooth provision of customer service • Support of ongoing business operations, including the use of new systems, occasional order taking, sales administration, and trouble shooting.
- Some contact with new trade customers enquiries and occasional translation.
- Translation of customer service documents into languages and creation of templates as appropriate.
- Other duties as directed.

Preferred Experience & Skills

- Customer service experience
- CRM usage experience
- Working with a technical product

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Job: Customer Services

Travel: No

Shift (if applicable): N/A

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