



**AJEDIAM**

# CLIENT MANAGER

Position opens now

**Office:**

Hoveniersstraat 19  
2018 Antwerp  
Belgium  
9-5pm UGT+2

**Company:**

We are a creative e-commerce company specializing in the jewelry industry, headquartered in Antwerp, Belgium. Our team is passionate about crafting exceptional online shopping experiences for our customers, leveraging the latest technologies.

**Position Overview:**

Customer management is crucial to a successful business! We seek a talented client manager to strengthen our customer relationships and loyalty. The Client Manager will handle all customer communication and ensure satisfaction throughout the buying journey. The ideal candidate will have excellent

communication skills, a customer-focused mindset, and the ability to innovate and improve customer service processes.

**Key Responsibilities**

- Respond to customer inquiries and ensure a seamless communication throughout the entire Customer Journey.
- Develop and maintain response templates, FAQs and Help Center.
- Conduct A/B testing.
- Newsletters management.
- Collect and analyze customer feedback.

**Requirements.**

- Proven experience in a customer service role,

preferably in the jewelry industry.

- Excellent written and verbal communication skills in English and Dutch; additional languages are a plus.
- Strong organizational and analytical skills, with attention to detail.
- Ability to work independently and as part of a team.
- Ability to learn quickly and become proficient in customer service software and tools.
- Kind character and a genuine enjoyment of being of service to others.

**Part-Time**

Remote position

**Apply at**

[career@ajediam.com](mailto:career@ajediam.com)