

Opportunity for a Customer Care Agent

Join the dynamic and multicultural team behind one of the largest top-level domains in the world, .eu (also available as .europa and .europa).

EURid is a human-sized, tech-oriented, not-for-profit organisation dedicated to managing, operating, and promoting the .eu top-level domain. Since its creation in 2003, EURid has built strong technical expertise in the top-level domain industry and delivers high-quality, secure, and accessible services to millions of users across Europe and beyond.

Role description

As a Customer Care Agent working at our Belgium office (Diegem), you will be the first point of contact for our registrars and registrants, addressing enquiries, providing guidance, and resolving issues related to domain name registrations and identity validations. You will work closely with internal teams and report to the Support & Operations Manager.

Key responsibilities

Customer Support

- Triage and respond to incoming inquiries from registrars and registrants via email, phone, chat, and ticketing systems
- Monitor and manage these support requests to ensure timely resolution and high customer satisfaction
- Work efficiently on portals and tools provided by EURid in this role
- Contribute to the internal and external knowledge base to improve customer self-service
- Provide feedback to improve support tools, documentation, and internal workflows
- Participate in other customer support tasks as necessary

Administrative Operations

- Handle administrative tasks linked to the daily operations of the registry and registrar relationships, such as new registrar accreditations, bulk transfers, contact updates and management of reserved names
- Collaborate on cross-functional projects that enhance the domain name registration experience.
- Participate in other operational tasks as necessary

Verification Activities

- Triage incoming verification-related incidents and initiate appropriate follow-up actions
- Review the legitimacy and accuracy of submitted documents from registrants or registrars
- Respond to verification cases when additional information or clarification is required
- Minimise impact on legitimate domain name registrations by reducing unnecessary friction
- Work efficiently with internal portals and tools to process verification cases

- Maintain and update related documentation (manuals, procedures) to ensure transparency and clarity
- Make recommendations to improve verification procedures with the aim of reducing manual work
- Support other customer support or operational verification tasks as necessary

Candidate profile

Required qualifications & skills

- You have a strong customer-first mindset and enjoy helping others, while also being able to uphold and apply EURid's policies and procedures consistently
- You are service-oriented, patient, and proactive
- You communicate clearly and professionally in English; knowledge of other EU languages is an asset
- You have experience in a customer support role, preferably in a technical or internet services context
- You are comfortable working with web-based tools
- You work efficiently both independently and as part of a team
- You are flexible and eager to learn additional business-related skills

What we offer

- A dynamic and international work environment
- A competitive compensation package that includes a competitive salary, meal vouchers, a comprehensive group and health insurance plan and additional holidays
- Healthy work-life balance including hybrid work
- Opportunities for growth and development
- A role that supports a high-impact European digital initiative

You will join a highly skilled, mission-driven team working on projects that matter for Europe's digital future. So don't miss this exciting opportunity to take your career to the next level and help build the future of the Internet in Europe.

Send your details or contact us via [jobs\[at\]eurid\[dot\]eu](mailto:jobs@eurid.eu)