

## Data Collection & Customer Support (Brussels)

### **Employer**

CDC is a company active in the enforcement of claims resulting from competition law infringements ([www.carteldamageclaims.com](http://www.carteldamageclaims.com)). We empower victims of cartels by creating effective ways to enforce damage claims. Our cases are large, long-lasting, and complex. Companies harmed by competition law infringements (in the following: cooperation partners, short "CPs") provide commercial data about products or services that were affected by a competition law infringement. This data and accompanying evidence needs to be gathered, understood, and standardised. We use this data and evidence in the further (legal) proceedings to prove and calculate the damage caused by the competition law infringement. We have a dynamic, flexible and no-nonsense approach and value having fun while getting results.

**This student job requires a minimum of 16 hours per week at our offices in Brussels. We offer a rate of 15 Euro per hour.**

**Your responsibilities as team member in Data Collection & Customer Support are:**

### **Helpdesk / Hotline support for data collection in French and Spanish**

- First-tier support in data collection via telephone and E-Mail
- Explain the data collection tools and process to CPs
- Follow through cycles of automated checks and feedbacks with the CPs until the supplied information complies with pre-defined standards
- Augment the data collection process with securing and matching documentary evidence

### **Data capture and correction**

- Typing in data from documents pertaining to trucks (invoices, leasing agreements, vehicle registrations, technical documentation etc.), escalating difficult questions where necessary.
- (Spot) checks and double checks (four eye principle) on entered data
- Testing our software platform and reporting issues

### **General office support / research assistance**

- Help with formatting documents, researching a wide area of topics via the internet, proofreading documents etc.

### **Requirements**

- Fluent in French or Spanish (native speaker or at least level C1 CEFR)
- Good command (at least level B2 CEFR) of English
- Reliable, attention to detail and a good communicator
- Available to work a minimum of three days per week with a minimum of 16 hours per week

### **Nice to have (but not required)**

- Good command of standard office software (MS Office or similar) and other computer / programming / IT skills
- Studies in law, business studies or engineering

### **Our offer:**

We offer an interesting and challenging field of work with ample opportunity to learn, good instruction, competitive pay with the potential for evolution and the perspective for full-time employment after the completion of your studies. We also like to think of ourselves as competent and enjoyable to work with. Contact us at [job@carteldamageclaims.com](mailto:job@carteldamageclaims.com)