Greece Jobs Expertini®

German Customer Service

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Company: Recruit4.work Location: Greece Category: office-and-administrative-support

Are you someone who likes to help people with their questions and do you want to experience the Mediterranean life? Then we have the job for you! We are looking for customer service representatives who can ensure a friendly and positive customer service experience for the customers. While doing this you can experience the Mediterranean life by living in beautiful Greece! Want to start this next adventure? Check out this position!

As a Customer Advisor, you will be the first point of contact for customers to directly attend to their inquiries from the cinematic market.

Responsibilities

Assist viewers through phone and/or chat and/ or emails regarding different queries.

Provide account and application support to viewers namely with regard to software functionality

Provide technical support and troubleshooting system configurations and network settings.

Provide accurate and real-time responses to the viewer's inquiries

Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions are taken.

Experience in Customer Service preferred but not mandatory

Ability to resolve customer concerns and create a seamless customer experience.

Required skills

Fluent in German (level C2)

Working proficiency in English

Excellent communication skills

Ability to resolve customer concerns and create a seamless customer experience.

Self – Sufficient & confident in troubleshooting customer issues

Soft Skills, advanced active listening, and engagement

Confident, adaptable, and empathetic

Pleasant and positive attitude

Benefits

Excellent benefits package

Multilingual and excellent work environment to provide the customer service

Extensive training

Adaptation to Greek Culture and Greek language Courses,

Internal employee incentives

Excellent relocation package with a great support system for non-local hires

Extra Private Health insurance

Enjoy life in Greece, there are loads of social & sports events

Location

Remote, must be based in Greece

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