

Greece Jobs Expertini®

German Customer Support Consultant | VW Automotive Company

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Company: speakit

Location: Greece

Category: computer-and-mathematical

Are you ready to join the German Customer Support Team of the world's largest company in the automotive industry, VW, which develops, manufactures, distributes and sells premium and luxury cars and vans?

We are looking for fluent German speakers, eager to work in Greece for the automotive leader!

Responsibilities

Provide outstanding customer service and technical support to luxury vehicles users regarding digital services with high customer satisfaction through various channels of communication (inbound calls/chats/emails)

Build customer trust through empathetic personalized conversations

Strive for first call resolution and taking true ownership of customer needs and issues

Engage with clients in a friendly and professional manner, while actively listening to their concerns

Offer support and solutions to customers in accordance with the company's customer service policies

Maintain high level of customer support and customer satisfaction, keeping a customer relationship database

Requirements

A qualified candidate for this role needs to have:

Native/near-native level of German (minimum level C1, oral and written)

Fluent level of English (minimum level B2, oral and written)

Excellent communication skills and good troubleshooting and problem-solving skills

Basic technical skills (e.g. use of smartphones and internet applications, MS Office etc)

Ability to work in shifts (the department operates 24/7 so you will need to work in rotational shifts. Around 5 days per month will be night shifts, the rest will be split throughout the day)

Ability to work remotely from home

EU Passport

Relocation to Athens

Benefits

Competitive salary (14 salaries per year)

Performance based bonus

Transportation bonus (only for on-site employees)

Relocation covered

Work from home (remote) *only if located in Greece*

Health package

Equipment provided

Paid training and development opportunities

Multicultural and modern working environment

Only CVs in English will be reviewed

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