

German Social Media Customer Support, Athens - Athens

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Company: Patrique Mercier Recruitment

Location: Athens

Category: business-and-financial-operations

Do you want to start a career in Customer Support for the Social Media industry? Working for one of the biggest Social Media platforms can be for sure a great stepping stone to start a career in Athens.

Are you a fluent German speaker? We are looking for German Social Media Customer Associates to start a promising career in Customer Service.

Pack your bags for Athens and kick-start your career.

What you will do:

Analyze issues of business customers, partners, clients or internal stakeholder's and find the best ways to resolve them

Address issues via chat, email or phone channels, following operating procedures

Close customer inquiries regarding online marketing products, troubleshoot issues per process specifications, assist users in recovering account information and assist in payment related issues

Adapt existing processes to craft alternate solutions, or escalate critical or more complex queries to the next level for resolution

REQUIREMENTS

Native / near-native level of German

B1-B2 in English

Tech-savvy and curious about new technologies mentality

Excellent Verbal & written communication skills

Ability to organize and follow-up multiple tasks with accuracy and timeliness

Previous Customer Service experience is an advantage

BENEFITS

Complete relocation support (*flight ticket to Greece, 4-week hotel accommodation, pick-up & drop, assistance finding an apartment, real estate fee covered by us*)

Competitive monthly salary + 2 extra salaries per year

Monthly Performance Bonus

Private Health Insurance

Full training by certified instructors

Professional growth & development opportunities

Special events as well as community & social responsibility initiatives

Free online Greek language courses

State of the art premises, providing a great working environment with relaxing break area

The position requires relocation to Athens.

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