

GERMAN SPEAKING CUSTOMER SUPPORT CONSULTANT | VW AUTOMOTIVE COMPANY

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Company: Patrique Mercier Recruitment

Location: Athens

Category: computer-and-mathematical

Role Description:

As a German Speaking Customer Support Consultant, you will be at the heart of our company's business operations and activities. Daily duties will involve handling customer inquiries via phone, email, and live chat relating to the VW Automotive Company's products and services. You will be responsible for providing high-quality support to our German-speaking clientele, resolving concerns and grievances, and enhancing overall customer satisfaction. This role will require a deep understanding of our products and services, and the ability to provide solutions and advice tailored to each customer's needs.

Company Description:

The VW Automotive Company is a world leader in the customer service industry. We are a new, remote-working company that values innovation, integrity, and commitment to excellence. We consistently strive to improve our services and to create a supportive, inclusive work environment. Our culture is built on a foundation of respect and transparency. We operate in the customer service sector, and we are proud of our ability to deliver high-quality service across all customer touchpoints.

Requirements:

Fluent in German (both verbal and written)

Excellent communication and interpersonal skills

Ability to handle and resolve customer inquiries and complaints effectively

Proficiency in using computer software and online applications (e.g., CRM tools, Online analytics, Google Applications)

Ability to work independently and as part of a team

Willingness to relocate to Athens, Greece

What the Company Offers:

Competitive salary package

Fully paid relocation to Athens, including flights, transport, and accommodation

Opportunity to work remotely all over Greece

Continuous learning and development opportunities

Comprehensive health benefits

Opportunities for career advancement within the company

Recruitment Process:

Submission of application form via the company website

Initial screening and shortlisting of candidates

Language proficiency and skills assessment

Final interview with HR and team leads

Job offer and contract signing

Relocation and onboarding

We are excited to hear from dedicated and enthusiastic applicants who are up for the challenge and ready to contribute to our mission of delivering world-class customer service. We welcome you to apply for this exciting opportunity via our application form.

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