

Norwegian Customer Service

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Company: Recruit4.work

Location: Greece

Category: office-and-administrative-support

For one of the biggest names in tech, we are looking for Customer Service agents. In this challenging role, you will help end clients solve technical problems and answer any questions they may have.

Our ideal candidate is

A natural team player - we believe in supporting and developing our people
Someone who loves to give and receive fantastic customer service - we want you to treat every call, email or social media post as an opportunity to delight our customers

Required skills

Fluent in Norwegian

Working proficiency in English

Communicate with customers via phone, chat & e-mail

Track and follow cases to ensure they closed in an efficient and timely manner

Maintain high customer satisfaction, representing a major brand

Provide troubleshooting for mobile devices (mobile phones, tablets & more)

Assist customers to manage/secure their account & passwords

Set up repairs for hardware-related issues

Escalate unresolved cases by contacting 2nd level support Interaction Experts

Maintain high customer satisfaction

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

Located in an amazing office in Greece with excellent transport links

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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