

Bilingual Customer Service Representative- English / German

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Company: eSalon

Location: London

Category: office-and-administrative-support

Are you a native German speaker and fluent in English? eSalon is looking for a bilingual Customer Service Representative to join us in providing outstanding customer support to our rapidly growing client base. This is a fully remote position that remotes to the UK / EU Customer Service Manager.

eSalon is an Los Angeles-based beauty brand that creates custom home hair color from scratch. We've won Best Home Hair Color by Allure Magazine 8X, and crafted over 310,000 unique color variations so far.

We're looking for a compassionate and persuasive individual who has an exceptional way of connecting with people. That skillful way you are able to connect with customers and turn things around is what we are looking for to reduce client churn as well as gather client insights about our products, services, and customer satisfaction.

Responsibilities:

Working in a call center environment, answering a high volume of inbound retention and customer service calls from across the US, UK and EU.

Provide customer service via phone, email, and chat in both English and German.

Retain clients in accordance with company requirements and customer needs.

Meet and exceed individual goals.

Document client interactions accurately.

Communicate ongoing retention activity and progress.

Project professionalism and work cooperatively with other departments and seek further advice and guidance when necessary.

Other duties as required.

Requirements

1+ years customer service or call center experience

Native German speaker whose also fluent in English (reading, writing, speaking)

Experience selling in a solution or service environment with top notch phone presentation skills.

Active experience utilizing CRM systems to document daily calls, meetings, and activity is required.

Must be organized, self-motivated, driven, and have an appetite to succeed.

Consistent track record of retaining a high percentage of clients.

Excellent writing skills.

Stable work history.

Highly motivated & energetic.

Flexible and able to thrive in a fast paced, high growth environment.

Benefits

Competitive Salary

Full Time Standard Benefits

Pension

28 Days Holiday

Fully Remote position

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