

# United Kingdom Jobs Expertini®

## Customer Service Officer (German)

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Company: ABL Recruitment

Location: London Area

Category: other-general

A fantastic perm role for German native speakers at the heart of London city! You will be responsible for leading the customer service DACH team and engage with B2B customers for any escalation to ensure that they have received their furniture and that they are happy with the service. The company is a design-led furniture manufacturer and supplier with its roots in Scandinavia. Lovely team. Lovely job and good career growth opportunities!

**Title:** German Speaking Customer Service Team Leader  
**Department:** Customer Service  
**Location:** Central London  
**Work style:** Onsite  
**Salary:** £45,000 - £50,000 gross per annum

**Company Details:** This is an exciting opportunity for an inquisitive German speaking talent to join a growing high end Scandinavian furniture brand that supplies retailers globally as well as having its own stores that sell direct to the public. The furniture is beautiful, functional and has clean lines in a very "Scandi" tradition and your role will be to look after the DACH customer service department. This is not a high pressure call centre but a position in which you will take your time to look after the customer carefully and thoughtfully.

**About the role:** Managing the overall German-speaking customer service team and provide a top-quality, caring and attentive, customer focused service for customers within the DACH region.

**How your day-to-day looks like:** Leading the DACH speaking team under the Customer Service department  
Organizing work  
Communicating goals  
Connecting work to context  
Delegating tasks  
Leading by example  
Allocating and managing resources  
Problem solving  
Managing project progress  
B2B Customer Care  
Manage any escalation - Order management and Customer Service  
Liaise with customers ( stores and retailers )  
regarding delivery time scales  
Deal with any issues or complaints in a friendly and helpful

mannerHelp with any product information or technical queries regarding furniture itemsKeep the customer updated via email or over the phone as to order statusBasic qualifications:Fluent German ( native standard ideally )At least 3-5 years previous customer care experience leading teamsGood IT skillsStrong soft skillsMechanical and technical ideation ( deep understanding of furniture parts or similar areas like car/airplanes/printers/robotics )Knowledge of SAP & Cloud for Customer (C4C) system appreciatedExcellent communication both written and oral with capacity to provide solution for furniture issuesIdeally someone with a degree in engineering or technical design

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