

Customer Services Advisor (German speaking)

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Company: Red Personnel

Location: United Kingdom

Category: other-general

Job Details

Customer Services Advisor (German speaking) required by a leading hair colouring business based in London. This fantastic business offer individually tailored hair colouring for at home application.

Are you a skilled and bilingual customer services advisor with experience of the hair industry fluent in both English and German? We have an exciting opportunity for you to work remotely, earning circa £30-32k annually.

As a seasoned professional, you'll be leveraging your expertise to provide specialized support to customers, all from the comfort of your home. Join a leading hair colour company, contributing your bilingual talents to enhance the customer service team.

This is a fully remote working role, spanning 40 hours a week from 9.00am to 6.00pm, Monday to Friday.

In this role you will be the go-to person for clients seeking advice on hair colour. Utilize your profound knowledge of colouring techniques and outstanding customer service skills to assess and address clients' individual hair colour cases online.

Duties include:

Conducting hair colour consultations in both German and English through phone, email, and chat, all within the confines of your home office.

Overseeing and creating hair colour formulations using our online software.

Supporting clients in a virtual contact centre environment via phone calls and emails.

Matching clients' desired hair colour with their expectations, fostering repeat orders and rebooking.

Proactively building effective relationships with clients and colleagues to ensure the best customer outcomes.

Demonstrating critical thinking by thoroughly analysing clients' objectives and concerns, providing tailored solutions.

The ideal candidate will possess the following:

Current NVQ Level 2 in Hairdressing or equivalent qualification.

Previous salon experience is essential

Bilingual proficiency in both English and German.

In-depth understanding of colour formulation and theory.

Positive attitude and a natural aptitude for selling and cross-selling.

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