

German Speaking Customer Service Rep - Remote

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Company: Pertemps TM

Location: Southend-on-Sea

Category: office-and-administrative-support

Bilingual (English & German speaking) Customer Service Representative - £32,500 - Remote

Hair colour company is seeking an experienced bilingual (English & German speaking) Customer Service Representative to support their customer services team.

This a fully remote position working 40 hours per week - 9am to 6pm, Monday to Friday.

The bilingual (English & German speaking) Customer Service Representative will be a compassionate and persuasive individual who has an exceptional way of connecting with people. The bilingual (English & German) Customer Service Representative will have a skilful way to connect with consumers and turn things around to reduce client churn as well as gather client insights about products, services, and customer satisfaction. Duties include:

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.

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.

The ideal bilingual (English & German speaking) Customer Service Representative will have the following knowledge, skills and experience:

Previous customer service or call centre experience

Bilingual in German and English

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

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

Organized, self-motivated, driven, and have an appetite to succeed.

Consistent track record of retaining a high percentage of clients.

Excellent communication skills, both verbal and written.

Highly motivated & energetic.

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

ONLY SHORT LISTED APPLICANTS WILL BE CONTACTED.

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