

Back Office Customer Service | German C2

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Company: Undutchables

Location: Utrecht

Category: other-general

We are seeking a highly motivated and detail-oriented individual to join our customer service team as a back office representative. In this role, you will be responsible for providing administrative support to our customer service team, ensuring that our customers receive prompt and accurate responses to their inquiries.

Responsibilities:

- Respond to customer inquiries via email, chat, and phone

- Provide administrative support to the customer service team, including data entry and document processing

- Manage customer information in our CRM system

- Collaborate with other teams within the company to resolve customer issues

- Identify areas for process improvement and suggest solutions to management

- Support process improvement projects (bring in your ideas!!)

Qualifications:

- Excellent written and verbal communication skills in German (C2-level) and English

Strong attention to detail and ability to work independently

Proficient in Microsoft Office and Google Suite

You are a student and want to work next to studying, that is possible as well :) !!Starting date would be 1st of March 2024.

The German language is a MUST, additionally a valid work visa is required, visa sponsorship is not possible.

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