

Summary

We are looking for you, if you have the following qualities:

- You have strong communication and contact skills
- You enjoy communicating with our customers and solving issues
- You have experience in a Service Environment (Community Management, Call-Center, Gastronomy, Retail, Events)
- Achieving high customer satisfaction is important to you
- You are a Team-Player
- You have good Knowledge of MS Office
- You have very good French and good German or English language skills

Tasks and duties

You will be responsible for:

- The first point of contact to our customers via various channels (Phone, Chat, Mail, Facebook)
- A goal-oriented Management of Customer Relations with a focus on Customer Happiness
- A close Collaboration with our international Team
- Documenting and Tracking of Activities in our CRM-System

Qualifications and skills

What you can expect:

- A highly motivated and experienced Customer Service Team, that works with Passion and Commitment
- Working with the best eScooters on the market and enthusiastic customers.
- Our trendy office in the heart of Berlin
- An appointment in a growing company and the unique possibility to grow and evolve with us
- A fair compensation of your performance

Fell free to contact us, if you have questions.

Type d'emploi : Temps plein

Location:

- Berlin

Languages:

- Native level French
- Either fluent English or German