



Customer Service Agent

Berlin, Germany

**Looking for a part-time job?
Join our Customer Happiness Team!**

About COUP:

COUP is bringing the fun of driving back into urban areas. As a wholly owned subsidiary of Robert Bosch GmbH, the eScooter sharing service started a new business area in the field of mobility services in August 2016. The electric scooters enable users to save time in city traffic and are a fantastic addition to existing mobility services provided in central areas. The eScooters are available in a number of major European cities, including Berlin, Paris and Madrid. They can be used around the clock and are easy to find, reserve and drive. They are a flexible and affordable alternative to public transport and cars.

What you will be working on:

- Being first point of contact to our customers via various channels (phone, chat, e-mail, etc.)
- Targeted Management of customer relations with focus on customer happiness
- Identification of customer claims and development of our services and offers
- Own initiative and close collaboration with our international Team
- Documentation and follow-up of activities in our CRM-system

We get truly excited about hiring you, if you:

- are a Berlin based COUPster who is excited about e-mobility
- have excellent English language skills plus you know to speak and write the language of at least one of our three markets (German, Spanish or French)

- have strong skills in communication and making contact as well as exemplary behavior
- have service experience (e.g. call-center, gastronomy, retail, event or similar)
- work customer-oriented and targeted
- enjoy having customer contact and solving customer issues
- are a team player
- have strong skills in MS Office, especially PowerPoint and Excel
- have a valid driver's license

What you can expect when joining COUP:

- a multicultural, highly motivated and experienced customer service team that works with passion and commitment
- joining our adventure in becoming the leading global platform in shared urban mobility
- working with a very strong team and the best eScooter in the market
- flat hierarchies and the opportunity to work with highly skilled, cross-functional teams
- a fresh, dynamic company with an opportunity to influence technical decisions and shape the engineering culture
- a brand-new office in the center of Berlin (Friedrichstraße)
- numerous team- and social events
- a fair compensation of your performance
- flexible working times according to our shift plan, can include evenings and weekends
- a part time employment relationship (about 20 – 25 %), starting from now on

If you are interested, please send your application to jobs@joincoup.com. Feel free to get in touch in case you have questions regarding your application.