Romania Jobs Expertini®

Customer Service Representative - Belgium (f/m/x)

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Company: AUTO1 Group

Location: Romania

Category: office-and-administrative-support

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Company Description

Choose challenge. Choose pace. Choose growth.

You are the voice of and you process all customer requests by email and phone.

Be part of our colourful and motivated customer service team and contribute to the professional phone support of our private customers by coordinating appointments for our branches in Germany and Austria. With your support you will help to continuously improve our service quality.

Your new Role

Your new role:

Proactive customer service (50% outbound, 50% inbound) to answer customers' questions and help coordinate branch evaluation visits;

Identify customers' needs, clarify information, research every issue and provide optimal solutions;

Simple process with help and support always available;

Go the extra mile to engage customers;

Your Skills

Your skills

Very good written and spoken French language skills;

Excellent communication skills and strong customer orientation with a friendly and professional approach Motivation to work in customer service - experienced or newcomer;

6 months or more of experience in inbound or outbound customer service or other customer-facing sectors;

You get extra credit for

12 months or more of experience in inbound or outbound customer service or other customer-facing sectors;

Very good written and spoken Dutch language skills;

Bachelor's Degree;

Interest in the automotive sector;

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Generated on: 2024-05-06 Expertini.Com