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Customer Service

Job Location

Germany

Remote work from: GE; USA; AU; NZ; DK; HK; JP; KZ; MY; SG; TW; TH; UZ; VN; AT; BY; BE; FR; DE; GR; NL; RU; ES; CH; UK; GB; DZ; KW; QA; MA; SA; MX; AE; CA; GT; DO

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Base Salary

USD 2,800 - USD 3,500

Qualifications

High School, 10th, 12th Pass, Graduate Depends upon Position

Employment Type

Full-time, Part-time

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Hiring organization

Mercedes-Benz Group

Date posted

December 25, 2024

Valid through

31.07.2025

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Description

Customer Service Job in Germany – Mercedes-Benz Group Careers

Are you passionate about delivering excellent customer service and looking for a rewarding career? Mercedes-Benz Group is excited to offer a **Customer Service Job in Germany**. Whether you're a fresh graduate or an experienced professional, this opportunity is perfect for individuals looking to be part of a world-renowned brand. The **Customer Service** role is crucial to ensuring that our customers have the best experience with Mercedes-Benz, and we invite you to become part of this amazing team.

Details of Position

Position: Customer Service Representative

Location: Different cities and locales in Germany

Job Type: Full-Time

Experience: Freshers or Experienced candidates

Knowledge Required: Basic knowledge of customer service practices and communication skills

Age Requirement: 18+

Salary: €2,800 – €3,500 per month (based on experience)

Location

The role is available in major cities across Germany, including **Berlin**, **Munich**, **Frankfurt**, and **Hamburg**, offering flexibility and an exciting work environment in these high-demand areas.

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About the Job

As a **Customer Service Representative** at Mercedes-Benz, you will be responsible for providing high-quality support to our customers. You will play a key role in maintaining and enhancing the experience of our customers, ensuring they have smooth and pleasant interactions with our products and services.

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This role offers a chance to grow in an exciting environment while working with a global brand that values customer satisfaction. If you are friendly, dedicated, and looking to make a positive impact, this position could be for you.

Key Responsibilities

As a **Customer Service Representative**, your responsibilities will include:

- **Responding to customer inquiries:** Answer customer questions via phone, email, or chat in a professional and friendly manner.
- **Problem-solving:** Address any issues or concerns customers have with our products or services, and find solutions quickly and effectively.
- **Product Information:** Provide customers with detailed information about Mercedes-Benz products, services, and promotions.
- **Managing customer feedback:** Collect customer feedback and share it with the relevant departments to help improve products and services.
- **Order Assistance:** Help customers with order processing, returns, and exchanges.
- **Ensuring customer satisfaction:** Follow up with customers to ensure their needs were met and maintain high levels of satisfaction.
- **Collaboration with other teams:** Work closely with other departments to ensure smooth customer experiences.

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Requirements

We are looking for candidates who meet the following qualifications:

Essential Skills:

- **Strong communication skills:** The ability to speak and write clearly and professionally is a must. You will be interacting with customers regularly.
- **Customer-oriented attitude:** A positive, friendly, and helpful demeanor when handling customer inquiries and complaints.
- **Problem-solving ability:** Able to think on your feet and provide solutions in a fast-paced environment.
- **Teamwork:** Ability to collaborate and communicate effectively with colleagues in a team setting.
- **Attention to detail:** Careful in handling customer issues to ensure all matters are resolved correctly.
- **Language skills:** Proficiency in **German** is highly preferred. Fluency in **English** is a bonus.

Preferred Experience:

- Previous experience in customer service is a plus but not required.
- Experience in automotive or technology sectors is beneficial but not mandatory.

Education:

- High school diploma or equivalent.
- Further qualifications in customer service or related fields are a plus but not necessary.

Benefits

At Mercedes-Benz, we care about our employees' well-being. That's why we offer a wide range of benefits:

- **Competitive salary:** €2,800 – €3,500 per month based on experience.
- **Health and wellness:** Medical insurance, gym memberships, and wellness programs.
- **Retirement plans:** Pension schemes to ensure a secure future.
- **Paid time off:** Generous vacation days and public holidays.
- **Employee discounts:** Special discounts on Mercedes-Benz products and services.
- **Training and development:** Ongoing training and opportunities to grow within the company.
- **Relocation support:** If you're moving from another country, we offer **visa sponsorship** and assistance with relocation costs.
- **Flexible work options:** Some roles may offer remote work options based on location and job requirements.

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How to Apply

If you are ready to take the next step in your career and become part of the Mercedes-Benz team, we encourage you to apply today!

How to submit your application:

1. **Prepare your resume:** Ensure that your resume highlights your skills and experience relevant to the customer service role.
2. **Cover letter:** Write a cover letter explaining why you would be a great fit for this position and how you can contribute to the team.
3. **Submit your application:** Visit our official website and submit your application through the online portal.

Why Work with Mercedes-Benz?

Mercedes-Benz is a globally recognized brand known for its luxury cars and cutting-edge technology. Working with us means joining a team that values innovation, customer satisfaction, and excellence. This is an excellent opportunity for anyone passionate about customer service and ready to make a positive impact.

We welcome applicants from all over the world. However, **candidates from**

Germany will be prioritized. **Candidates from other countries** are also encouraged to apply and will receive **free visa sponsorship** and relocation support.

Summary Overview

Details of Position Name Jobs in Germany

Positions: Customer Service Representative

Location: Berlin, Munich, Frankfurt, Hamburg

Job Type: Full-Time

Experience: Freshers or Experienced

Knowledge Required: Customer service knowledge

Age Requirement: 18+

Salary: €2,800 – €3,500 per month

If you meet the qualifications and are excited to join a world-leading company, we encourage you to apply today! Be a part of Mercedes-Benz and help shape the future of customer service in the automotive industry.

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