

Mechanical Post Jobs in Germany

Job Location

Germany

Remote work from: IN; 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 22 - USD 80

Qualifications

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

Employment Type

Full-time, Part-time

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Hiring organization

Canyon Bicycles

Date posted

May 13, 2024

Valid through

31.12.2024

APPLY NOW

Description

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Company Overview: Canyon Bicycles is a globally renowned brand in the cycling industry, committed to delivering top-notch bicycles and exceptional customer service. With a mission to enhance the cycling experience of enthusiasts worldwide, Canyon Bicycles is now expanding its team to include dedicated Customer Support Representatives based remotely in Germany.

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Position Overview: We are seeking a motivated and enthusiastic individual to join our Customer Support team remotely in Germany. As a Remote Customer Support Representative, you will be responsible for delivering outstanding customer service experiences to Canyon Bicycles' clientele across various channels, including email, phone, and live chat. This position offers the flexibility of remote work combined with the support of a dynamic and collaborative team.

Location: Remote (Germany)

Responsibilities:

- Respond promptly to customer inquiries via email, phone, and live chat, demonstrating excellent communication skills and product knowledge.
- Assist customers with order placement, product inquiries, technical support, and warranty claims, ensuring a seamless and satisfying experience.
- Resolve customer issues and complaints with professionalism and empathy, striving to exceed expectations and build long-lasting relationships.
- Collaborate closely with internal teams, including Sales, Logistics, and Technical Support, to address customer concerns and provide timely solutions.
- Maintain accurate records of customer interactions and transactions using our CRM system, ensuring comprehensive and efficient service delivery.
- Stay informed about Canyon Bicycles' product offerings, promotions, and policies to provide accurate and up-to-date information to customers.
- Contribute to continuous improvement initiatives within the Customer Support team, sharing insights and feedback to enhance processes and customer satisfaction.

Qualifications:

- Fluency in both written and spoken German and English is required.
- Proven experience in a customer service or support role, preferably in the retail or e-commerce industry.
- Strong interpersonal skills with the ability to empathize with customers and de-escalate challenging situations effectively.
- Excellent communication skills, both verbal and written, with a keen attention to detail.
- Tech-savvy individual with proficiency in using CRM systems and other customer support tools.
- Self-motivated team player with the ability to thrive in a remote work environment.
- Passion for cycling and familiarity with Canyon Bicycles' products is a plus.

- Valid work authorization in Germany, with the ability to work remotely.

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Benefits:

- Competitive salary with opportunities for performance-based incentives.
- Flexible remote work arrangement with the convenience of working from home.
- Comprehensive training and ongoing support to ensure success in the role.
- Dynamic and inclusive work culture that values collaboration and innovation.
- Exciting opportunities for career advancement and professional development.
- Access to employee discounts on Canyon Bicycles' products.

How to Apply: If you are passionate about delivering exceptional customer service and are excited about the opportunity to join a leading brand in the cycling industry, we would love to hear from you! Please submit your resume and cover letter outlining your relevant experience and why you are the perfect fit for this role.

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