

Customer service representative



Locatie **Noord-Holland, Amsterdam**
<https://www.advertentieX.nl/x-1028265-z>

CUSTOMER SERVICE | GERMAN | AMSTERDAM | FULLTIME |

Are you looking for a position in customer service in Amsterdam, and do you want to be part of a nice team with an informal way of working? Do you like supporting customers' questions and inquiries about their purchases? In addition to this do you speak fluent German and English? If so, we might have something perfect for you!

The company we are hiring for works both B2B and B2C, and is one of the major european players in their industry. The culture is informal, and is similar to a culture you may find in a family run business. The position is for three months initially, with a strong chance to get a fixed contract afterwards.

What you will do:

- Process customers orders
- Answering B2B and B2C client questions through phone, email and chat
- You proactively assess a client's needs and act accordingly
- You analyse customer feedback, and proactively make suggestions for improving processes
- You are flexible, and can support other teams when needed.


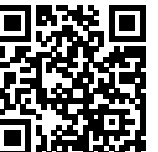


What makes you a good candidate:

- You are a native Dutch speaker and are fluent in English (must have at least 1 year of experience in customer service oriented job)
- You are a strong customer service skills
- You are available right away.
- You are available to work on Saturday from time to time.

What we offer:

A diverse Customer Service job in an informal environment, where you can show off your customer service skills B2B, B2C, and through various channels of communications.



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The contract is for three month, with good chances at a fixed contract after the initial period.
Fulltime, 40 hours per week
The salary is 12 euros hour.
You get 25 vacation days + 8,33% holiday pay

You get a full one day of training with the team in the office of Amsterdam after which you will work from home for the time being.

Does this opportunity sound like something for you? Then don't hesitate any longer and apply using the button!

Uiteraard staat deze vacature open voor iedereen die zich hierin herkent.

Functieomschrijving

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You proactively assess a client's needs and act accordingly
You analyse customer feedback, and proactively make suggestions for improving processes
You are flexible, and can support other teams when needed.
What makes you a good candidate:

You speak and write German at a native level and are fluent in English (must have)
You have at least 1 to 2 years of experience in a customer service oriented role (must have)
You like helping customers
You have strong communication skills
You are available right away.
You are available to work on saturday from time to time.

What we offer:

A diverse Customer Service job in an informal environment, where you can show off your customer service skills B2B, B2C, and through various channels of communications.
The contract is for three month,

with good chances at a fixed contract after the initial period. Fulltime, 40 hours per week. The salary is 12 euros per hour. You get 25 vacation days + 8,33% holiday pay.
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Sollicitatieprocedure

Je maakt een 'mijn Randstad' account aan om te kunnen reageren op onze vacatures. Dit doe je automatisch wanneer je voor het eerst een sollicitatie afrond bij Randstad, heel eenvoudig dus. Via je 'mijn Randstad' account beheer je gemakkelijk je gegevens en gaan je volgende sollicitaties nog!