

Customer Service Representative- Social Media (French)



Locatie

Noord-Holland, Amsterdam

<https://www.advertentiax.nl/x-904968-z>



The organisationThe Mercedes-Benz Customer Assistance Center is an international multicultural organization and an integrated part of Daimler's Mercedes-Benz Cars Marketing & Sales. In our offices in Maastricht we think and act globally and assume a leading role for the Mercedes-Benz Customer Assistance Centers all over the world. Our goal is to provide excellent assistance to our customers and dealers of well-known Daimler brands like Mercedes-Benz, AMG, smart, Setra and Mercedes me. 24 hours a day, 7 days a week, 365 days a year, we ensure our customers' mobility with our roadside assistance. Additionally, we take care of all kinds of enquiries about passenger cars, trucks and vans during our opening hours. For our customers we are maybe the most important connection to the Mercedes-Benz brand. That's why we live the brand's most important promise: "The best or nothing". The functionThe success of the Mercedes-Benz Social Media Team is rooted in social listening skills. We make an effort to listen to our customers. To know their likes and dislikes, to understand their interests and concerns, who they are, what they care about and what they do. We follow them into their virtual world. We are driven to perfection not only because we know our audience but also because we perfectly understand the specific nature of each of the social media channels. We are able to change and adopt the tone of voice between the platforms to engage and hooked our followers and generate social conversations. Day to day, we share our Mercedes-Benz passion alongside our 30+ million fans, whether it is a product enquiry, complaint or simply appreciation. Our #BestFans can chat with us via Twitter, Facebook, Instagram, YouTube, LinkedIn, Google+ and many more channels. RequirementsFor our international team we are looking for a colleague with fluent written skills in French. Additional languages will be an added value. We are living in a fast moving and dynamic

environment that requires strong customer focus, creativity and particular interest for the automotive sector and technology. To be able to cope with a fast pace, you will be working in a multicultural and international working environment with interesting conditions, both primary and secondary. A creative relocation package, if applicable, you will also be reimbursed for first arrival housing fee, and moving costs. 200 vacation hours (based on fulltime employment) Holiday allowance: 8% of annual salary Competitive performance based salary growth Result oriented bonuses Employee Car Program: discount on new or used Daimler brand cars Collective health insurance at discounted rates Pension



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planTransportation plan: free bike every 3 years or; free public transport or; contribution to fuel costsA
â€œtailor madeâ€• individual development plan
The opening hours are from 08h30 to 21h00, Monday to Sunday (flexible schedule applicable)The
procedurePlease use the â€œapplyâ€• button to upload your CV and Letter of Motivation (English only)
and any other documentation that adds value to your application.For more information about this vacancy
please contact the Recruitment Office on Â +31 43 356Â