

Senior Customer Service Representative (German amp English)



Locatie **Noord-Brabant**
<https://www.advertentiax.nl/x-1033362-z>

Senior Customer Service Representative - English and German

Are you an experienced Customer Service Representative looking for a new adventure? Gifted with good multilingual communicative skills, you can use to talk with customers all over the world? We have a new project near Eindhoven for you to join! If you speak Swedish, Finnish or hebrew read below what is in it for you.

This company believes in you, the customer support specialist. They believe in your potential — your ability to learn, grow, and contribute in meaningful ways. They believe in the power of great people working together to innovate and solve problems no one could solve alone. The company build enduring partnerships with the customers and take on their challenges and opportunities as our own. And they opened a new customer service center in the Netherlands.

What kind of task you will execute ?

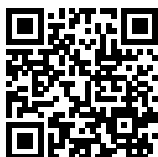
As a Customer Support Specialist joining a newly acquired company you will be responsible for quote entry, order enter and other customer facing activities to create an exceptional customer experience.

Enter and process all incoming orders: In the system (EDI), web portal, emails and phone calls
 Respond to all customer queries in a timely and accurate way

Handle customer complaints and provide appropriate solutions and alternatives within the time limits

Meet with customer to discuss updating their information
 Understand product and services and help customer generate customer inquiry
 Improve customer satisfaction by creating a professional customer experience

This company is currently building a team of leaders for the Advanced Sterilization Products organization. Be part of an industry-leading company in healthcare-associated infections (HAIs) prevention technology, dedicated to creating the safest possible environments for patients and their families, healthcare workers, providers and communities. Add your voice and talents to this extraordinary team and help them in their mission to make healthcare safer for everyone.



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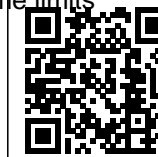
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What do they need from you?

Bachelor's degree or equivalent work experience (5+ years in Customer Service related role)

Experience with MS Excel

Strong written and verbal communication skills.

3 Languages: Business fluency in English, German (and pré: Portugees).

You are available to start in June or July for the period of 1 year.

Pré: SAP and Salesforce experience

Preferred Skills:

You can handle stress

You have a positive mindset

You have good communicative skills

You know how to deal with customers who need a solution today

What do they offer you?

A new adventure for a period of at least 1 year

A good salary starting at 38.000 euro a year

Building up a new team together with a new team leader

Growth in your personal career possible

Free online Learning and Development opportunities

If you are multilingual and like to be part of this amazing journey we would like to hear from you. Please let us know in your motivation what level of languages you speak/write.

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

Functieomschrijving

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Respond to all customer queries in a timely and accurate way
Handle customer complaints and provide appropriate solutions and alternatives within the time limits established
Maintain customer records by updating account information
Understands products and services and can answer general customer inquiries
High level of satisfaction around creating an exceptional customer experience

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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!