



M Plus BL d.o.o. Banja Luka

Customer Support Associate - German and English language

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Banja Luka, Bosna i Hercegovina (Remote)

Warm, polite, outgoing? Good German speaking and writing skills? Raise your hand if that is YOU! We are looking for people who are hungry to learn new things and want to support our clients, but most importantly, want to provide world-class customer service!

In our Support team there is no typical day, and to be successful in the Customer Support Associate role you will need to be self-motivated, creative and have excellent interpersonal and relationship-building skills to be able to support our client. Your main duties and responsibilities will be assisting our customers, restaurants and Courier Partners, via phone, email, and chat, and making sure everything runs smoothly. Also, you will be encouraged to develop our support function together with the team.

What we expect from you:

- German and English language: Advanced level of knowledge
- Customer-oriented: Our Support team knows that customer interactions serve a larger purpose than simply fixing problems; our mission is to provide customers with an out of this world and memorable experience, every time.
- Team player: Work with a diverse team of fellow Support Associates!
- Communication: Fluidly and fluently communicate with our courier partners, customers, and merchants and adjust your tone to your audience.
- Personal Touch: We're not afraid to play up the playfulness in our interactions, so creativity is a must!
- Tech-savvy: Meaning quick with computers!
- Flexible: Our operation is running seven days a week, so this role also requires you to be able to work on weekends

What you will get from us:

- Remote work
- Possibility of part-time (20 hours per week) or full-time employment (40 hours per week)
- Indefinite-term contract
- Competitive earnings
- Opportunity to develop skills through paid training
- Work in a large, international team

There is no need for previous experience, as long as you are ready to learn and have fun during that

process!

If you want to give yourself a try in the new role, apply and join us!

Only shortlisted candidates will be contacted. Good luck!

Lokacija: Bosna i Hercegovina, Banja Luka

Datum objave: 01. Nov 2024.

Datum isteka: 01. Dec 2024.