

## Job vacancy: Customer Care Specialist Service & Design

### General information:

Location: **Berlin, Germany**

Form of employment: **full time employment contract**

Duration: **permanent**

Gross annual wage (Euro): **24000**

### Job description:

The employer is a Dutch global, e-commerce brand that produces physical and digital marketing products.

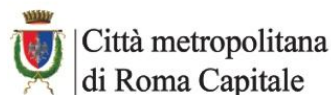
As a Customer Care Specialist you provide first-class customer service via phone, email and chat. You will help customers with all their questions around products and processes, providing consultancy on design and marketing. You are the main person of contact for customers for any request with regards to their order. In addition, you advise specifically to the customers' business and their needs. Easygoing work environment, paid training period in your first four weeks, regular coaching and training sessions afterwards, excellent career opportunities in a fast growing company, appealing benefits package including free public transportation (BVG-Ticket). Part-time (min. 30h/ week) and full-time positions available. Scheduled shifts from Monday to Friday 08:00 – 17:00 (Finnish speakers) or 08:00 – 19:00 (Norwegian and Swedish speaker). For Dutch and German speakers 08:00 – 21:00, Saturday 09:00 - 18:00 (on max. 5 days/ week), involving 20% Premium pay, if worked on Saturday (currently about once a month).

### Requirements:

- ✓ **General requirements:**
  - EU28 + Norway or Iceland citizenships\*
  - Residence in any of the EU28 Member States + Norway or Iceland (outside Germany)\*
  - Registered on Reactivate/Your first EURES job Platform with a complete CV in English
- ✓ **Language knowledge:**
  - Fluent in **ONE** of the following languages: German, Dutch, Swedish, Norwegian, Finnish, Danish
  - Able to carry out a job interview in English, if required
- ✓ **Other specific requirements:**
  - Working experience in professional customer care
  - Strong interest in eCommerce and marketing, genuine passion for print and design
  - Excellent communication skills, both verbal and written
  - Pronounced service-oriented mindset, demonstrated resilience and problem solving ability

### JOBMOBILITY initiatives





### **ISCO Profile requested:**

- 42 - Customer services clerks
- 422 - Client information workers
- 4229 - Client information workers not elsewhere classified

### **Procedure to participate in the selection:**

To participate in the selection it is necessary to be **registered on Reactivate/Your first EURES job Platform.**

The CV inserted must be written in in English and COMPLETED in all the fields.

Once you are registered and you have COMPLETELY filled in your CV, please send an **email to [info@yourfirsteuresjob.eu](mailto:info@yourfirsteuresjob.eu)** (18-35 years old) or **[info@reactivatejob.eu](mailto:info@reactivatejob.eu)** (+35 years old), indicating "Customer Care Specialist - Berlin" in the object.

Only candidates registered, with a complete CV and responding to the requirements will be contacted for the selection.

***\* Nationals and/or residents in Norway and Iceland are eligible only for YfEj 5.0 (18-35 years old)***

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