

E-Commerce Customer Support with German

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Company: Alorica

Location: Poland

Category: computer-and-mathematical

We're looking for professional and pro-active Customer Service Representatives to join one of our projects. On this project you will be working with an e-commerce platform for sportswear, playing a vital role providing first class service for external / internal customers through email, phone, and customer reviews.

KEY JOB RESPONSIBILITIES

Assist customers with phone/email enquiries related to customer orders, product information and company policies etc from Client's German website and English website, plus support other European websites upon request.

Receive, process, and verify the accuracy of orders from customers utilizing the organization's internal CRM/mainframe system as well as customer purchase orders.

Handle complaints.

Perform order management functions: Work with various platforms to track, maintain orders, returns and credits.

Clarify to the customers the company policies such as returns and exchanges.

Proactively involved in maintaining up-to-date procedure documentations.

Actively contribute to e-Commerce process improvement initiatives within the Customer Support team to ensure customer satisfaction.

Communicate proactively, professionally, efficiently, and tactfully with key stakeholders internal and external (sales ops, logistics, IT as well as local and global e-Commerce) customers.

Escalate issues in a structured way to CS management.

KEY JOB REQUIREMENTS

Excellent German and English in spoken and written form, other languages are a bonus.

Education: at least high school diploma (bachelor's degree would be beneficial) or 2 years + customer service background.

Computer skills: Microsoft office and SAP preferred.

Ability to stay calm under pressure and handle multiple tasks.

Excellent interpersonal, written, and oral communication skills.

Excellent judgment, reasoning, and problem-solving skills.

Readiness to work fully from the office.

WHY JOIN ALORICA?

We Offer So Much More Than a Paycheck

Competitive salary

Additional health insurance (incl. dental care)

Group insurance

Wellbeing platform

But that's just the start: here are a few more reasons to consider Alorica.

Career development opportunities

Extensive training programs

Access to top notch technologies and best practices

Excellent working environment

Company events

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