

Customer Satisfaction Specialist – German Speaking

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Company: EU Tech Chamber

Location: Pakistan

Category: business-and-financial-operations

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Customer Satisfaction Specialist – German Speaking

Vollzeit

Pakistan

Remote

Mit Berufserfahrung

14.04.24

Customer Satisfaction Specialist – German Speaking (m/f/d) - 100% Remote

Your Mission:

We are seeking a highly skilled and experienced Customer Satisfaction Specialist with a background in marketing and journalism to join our team. In this role, you will be responsible for ensuring exceptional customer experiences while leveraging your marketing and journalistic expertise to enhance our company's reputation and brand image.

Your daily tasks:

Serve as the primary point of contact for customers, ensuring prompt and professional communication to address inquiries, feedback, and concerns.

Conduct regular check-ins with customers to assess satisfaction levels, gather feedback, and identify areas for improvement.

Collaborate with internal teams to ensure that customer expectations are not only met but exceeded across all touchpoints.

Develop and execute marketing strategies aimed at enhancing customer satisfaction and fostering brand loyalty.

Utilize your journalism background to craft compelling stories and content that showcase customer success stories, testimonials, and case studies.

What we are looking for:

Bachelor's degree in marketing, journalism, communications, or a related field.

5+ years of experience in customer service, customer relationship management, or a related role.

Strong proficiency in written and verbal communication in German, C1 or higher.

Demonstrated track record of effectively managing customer relationships and delivering exceptional customer service.

Experience developing and implementing marketing strategies to enhance customer satisfaction and brand loyalty.

Journalism experience with the ability to create engaging content that resonates with audiences.

Proficiency in CRM software and Microsoft Office suite.

Passion for customer satisfaction and a commitment to nurturing positive relationships that contribute to business growth.

We offer:

We stand for the vision of a better and more sustainable world - hand in hand with European technology companies. With the personalities who are active in our organization worldwide, you create a great network and inspiration for your daily work - also for your

personal future. So you get the chance to grow with us and the whole EU Tech Chamber. Our offer is a role in a fast-moving international organization. If you are looking for an activity with meaning and real impact in a fast growing and truly international organization, apply now with your resume.

You can find more information about us at www.eutech.org

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