

Customer Care Agent - German language

Department: CCC

Location: 3. Belgrade

We are looking for an enthusiastic and highly motivated problem solver who is passionate about delivering exceptional customer service. Our Customer Care Agents are an integral part of our fast-growing business and their feedback is critical to our improvement as a company. They are the voice of HelloFresh to our customer online and offline.

Responsibilities:

- You will act as a point of contact for German-speaking customers in three different HelloFresh markets: Germany, Austria, and Switzerland and guide them through their query in a friendly and helpful manner
- You provide an excellent customer service experience to our customers via email, phone and chat to resolve their inquiries and complaints
- Assist customers in managing their HelloFresh subscriptions ● You act pro-active and solution-oriented
- Through your proximity to the customer, you receive feedback and contribute to the development and improvement of HelloFresh and our internal processes

Skills & Experience:

- Fluent in German (written and verbal) and good English language skills
- Excellent communication skills and pleasure in dealing with people with particular ability to adjust tone based on customer's situation
- Preferably experienced in a direct German-speaking customer-facing role, Experience in a customer service related position is also an asset (e.g., call center, restaurants, retail, etc.)

- Tech savvy and embraces technology to be more efficient Requirements
- It is your special need to convince through friendliness and to offer our customers an added value
- Through empathy and your quick perception you can provide Customer Service at its highest level
- You learn fast, are flexible and find yourself easily in a new environment
- Your way of working is very structured and solution-oriented
- Passionate about food