

# Belgium Jobs Expertini®

## German and Czech speaking Customer Support Advisor

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Company: Language Matters

Location: Belgium

Category: other-general

One of the leaders in the automotive industry is in urgent need of a German and Czech speaking Customer Support Advisor to join their young and dynamic team in Ghent, Belgium. You will be the first point of contact for drivers that are experiencing a breakdown of their vehicle, cooperating with the logistic and technical department to get them back on road as fast as possible.

### **Your responsibility will include:**

Manage breakdown cases all over Europe

Partner with your colleagues and other departments to find the best solution

Communicate with customers understanding their needs and follow defined breakdown processes

Other ad hoc tasks

### **About you:**

You are an outgoing person who enjoys communicating with people and working in a team. You know how to prioritize tasks and have a great time-management. The role is 24/7 so you will need to be available to work also in evening and night shifts, as well as weekends. You will have the chance to work 50% remotely. Benefits include 13th month salary, a meal card, shift allowance (for evening/night and weekend shifts), transport allowance etc.

### **Profile:**

You have fluency/conversational skills in German, Czech and English

Previous experience in a customer service role is desirable

Great communication skills and team spirit

You are based in Ghent, Belgium or open to relocate

To apply, please send your CV in English and in Word format to Henna.

languagematters is acting as an employment agency in relation to this vacancy.

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