



## Customer Service Representative (Amsterdam)

### Job Description

Our client sells and distributes a high end product for the hospitality industry and wine lovers. From their new European head office, based in the heart of Amsterdam, they started targeting a few selected European markets.

As the Italian, Spanish, German and French markets are growing rapidly, the Customer Service and Relation team is looking for a new colleague.

As multilingual and international customer service representative you will be one of the first European employees and will form an integral part of a world class team providing an outstanding customer service experience. Daily you strive to deliver extraordinary service to drive high customer satisfaction and build brand loyalty. You will perform a full range of customers service activities such as obtaining information from customers, taking orders, responding to inquiries or problems, both on the phone and through social networks. If you are not able to resolve issues with a client you actively seek solutions together with your colleagues and if needed escalate them to your next-in-line. Next to that you are responsible for placing and monitoring orders of the clients that are in your client portfolio. As you will be assigned an international client portfolio you also will actively manage and enhance client relationships. This position is an all round customer service position, that requires you to prioritize your work well

### Requirements

- You speak two of the following languages on a native level: Italian, German, French, Spanish.
- You speak English at a good level
- You have experience in a customer service related role
- You are a great team player
- You are able to work in a dynamic and international environment
- You demonstrate a positive attitude in approaching challenging situations
- You are driven by delivering an outstanding customer experience
- You have a keen attention to detail and good time management skills
- You are the one colleague that everyone likes to work with
- You have a no-nonsense attitude and know how to establish a good relationship with your client

### We Offer

You will receive a contract with our client and a salary between €2700-€3000 gross. Next to that you receive healthcare bonus and performance bonuses of 5% based on your KPI's.

Are you the candidate that the CSR team of our client wants to welcome as their colleague? Do you check the boxes on language skills and personality traits? Are you the team player with the positive, confident attitude toward driving the company's success? Then do not hesitate to contact us!