

Customer Support Advocate German Speaking

Description

About The Role: As a Customer Service Advocate at Taskrabbit, you will embody our core competencies, creating a seamless and exceptional experience for every individual, be it a Client, Tasker, or Partner. Your approach is customer-obsessed, recognising the intrinsic value of each person and understanding that our business success is rooted in how we prioritise and treat everyone. You champion customer satisfaction with a perfect blend of urgency and genuine care, always emphasizing a customer-centric approach. Responsibilities: Customer Obsessed: Prioritise and champion customer satisfaction, ensuring a personalised and caring approach in every interaction. Recognise the unique needs and concerns of customers, contributing to a positive and inclusive environment. Strive for the right balance of urgency and genuine care, demonstrating a commitment to putting the customer at the centre of every decision. Insight/Metrics Driven: Understand customer needs and preferences through direct interactions and feedback. Use feedback to make informed decisions aimed at improving customer satisfaction. Spot trends in customer inquiries and behaviour to better anticipate their needs. Regularly assess and adapt your approach to ensure a positive customer experience. Trusted Resource: Demonstrate a high degree of ownership and disciplined curiosity in addressing customer concerns. Approach problem-solving with a solutions-focused mindset, proactively identifying and implementing effective resolutions. Serve as a trusted resource, ensuring optimal customer satisfaction and problem resolution through proactive measures and efficient solutions. We are looking for someone with: Minimum of 1 year of experience in a customer service role. Exceptional problem-solving skills, with the ability to navigate and resolve complex issues. Strong sense of ownership and disciplined curiosity, driving proactive identification and implementation of effective resolutions. Empathetic communication skills, with the ability to connect with customers on a personal level. Demonstrated proficiency in communicating effectively and rapidly through both written and verbal channels. Detail-oriented mindset with a commitment to delivering top-notch service. Fluency in English and German is required. Available full-time (40 hours / week). Eligible to work in Poland, we will not support relocation for this position. Shifts offered for this position are Central European Time (CET). Preference will be asked at time of interview, but cannot be guaranteed. Depending on business requirements your shift time or day off may change: Compensation & Benefits: At Taskrabbit, our approach to compensation is designed to be competitive, transparent and equitable. Total compensation consists of base pay + bonus + benefits + perks. The annual gross pay for this position is 92,000 PLN. This is the base pay only, and does not include any other total cash compensation amounts, such as company bonus or benefits. Please mention the word **ASSUREDLY** and tag RMzUuMjM1LjEwNy40Mg== when applying to show you read the job post completely (#RMzUuMjM1LjEwNy40Mg==). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

Contacts

Job listing via [RemoteOK.com](https://www.RemoteOK.com)

Hiring organization

Taskrabbit

Job Location

Warsaw, Masovian Voivodeship, Poland

Date posted

June 17, 2024

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