

Customer Support FR/ES Speaker @ MoveWORK



contact@effitalents.com

Phone :

Web :

Job Summary

Vacancy :

Deadline : Nov 28, 2024

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Employment Status : Full Time

Experience : 1 - 3 Years

Salary : To be defined

Gender : Any

Career Level : Entry Level

Qualification :

Job Description

Responsibilities

- To **respond to incoming requests** from platform users via the various channels of communication channels;
- **Follow up requests** until they are resolved in accordance with the internal process;
- Responding quickly and effectively to **emergencies** and **reassuring customers** in the event of a problem encountered;
- Escalate any difficulties encountered with the customer to the assigned Performance Coach in order to provide the best possible solution as quickly as possible;
- Proactively **train and support customers in using the platform** in order to unite teams around a digital strategy and ensure their success with our products;
- Make proposals to customers to promote innovations on the MoveWORK platform;
- Be a driving force **in updating the FAQ and service guides** and providing feedback to customers customers;

Requirements:

- You will have initial **significant experience in a similar role** (customer relations).
- You have an appetite for **digital tools and are at ease with IT tools** and the various channels of communication channels.
- You're keen to learn, you're curious and you like to solve problems. attention to detail and good analytical skills.
- You have **excellent interpersonal skills**, you are patient and empathetic, and you are organised, meticulous and have a sense of priorities, and a good sense of priorities.
- Your **oral and written communication skills** are excellent.
- You are fluent in **French and Spanish**.

The company:

MoveWORK provides a **better quality of life at work** for occupants, customers and service agents. Our offering consists of a **SaaS platform, customisable mobile applications** and high value-added services such as user coaching, training and support value-added services: user coaching, training, technical support, consulting on digital consulting.

Your recruiter:

Claudia, Talent Acquisition Specialist @ Effitalents.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
