

Tech Mahindra represents the connected world, offering innovative and customer-centric information technology experiences, enabling Enterprises, Associates and the Society to Rise™. We are a USD billion company with professionals across 90 countries, helping 988 global customers including Fortune 500 companies. Our convergent, digital, design experiences, innovation platforms and reusable assets connect across a number of technologies to deliver tangible business value and experiences to our stakeholders. Tech Mahindra has been recognized amongst India's 50 best companies to work for in 2020 by the Great Place to Work® Institute.

We are looking for **Customer Service with German in Timisoara.**

Scope:

Customer service operations for Our client in Northern Europe. The successful candidate will require an aptitude for working to assist client users' inquiries, request,s or orders through Live Chat and Social Media channels with excellent written communication.

Responsibilities:

- Act as a single point of contact for live chat and Social Media from users regarding their orders/ queries etc. through delivering an excellent customer experience
- Delivering fast and efficient service assisting customers with their immediate needs
- Resolve problems at the first point of contact in a friendly and helpful manner and take personal accountability for the resolution of customer concerns.
- Immediately deal with or escalate suspected or recognized customer issues as per defined procedures.
- Achieving Key Performance Indicator's (KPI's) whilst maintaining excellent quality
- Adhering to the company and customer procedures, policies, confidentiality guidance and data protection legislation
- Work independently and within a team to maximize team potential
- Communicate well with internal and external contacts
- Manage multiple assignments simultaneously without any / minimal guidance or help from seniors or peers team members
- To ensure that breaks are pre-approved by SME, Team Leader or Manager
- Promptly escalate unresolved cases to the resolution support team
- Take ownership of user problems and follow up the status of problems on behalf of the user and communicate progress in a timely manner
- To maintain a high degree of customer service for all support queries and adhere to all service management principles
- Any additional ad hoc tasks that may contribute to a better service to the client with quality or improvement to the KPI

Would be great if:

- Sales skill and experience in customer support/ customer relationship and customer service is a great fit
- Good grasp and understanding of customer engagement
- Great know-how in verbal and written communication regarding the German language (English is an advantage)
- Has a good grasp of language and can handle multiple subjects and detailed conversation in respect to customer service effectively and appropriately in demanding situations

- Computer literate with a minimum typing skill of 30 wpm with 90% accuracy
- Excellent multitasking skills and has the ability to swap to chat & social media support and various systems when needed
- Ability to express clearly and in a spontaneous manner
- Excellent comprehension skills
- Strong problem resolution skills
- Ability to function and adapt in a rapidly changing and evolving work environment
- Ability to work independently
- Excellent problem-solving skills with good interpersonal relationship-building skills.
- Ability to handle and deescalate irate customers

Would be amazing if you would have experience in the following:

- Live Chat and Social Media Support, like Facebook Messenger, Instagram, YouTube, Twitter, LinkedIn, Snapchat
- Customer service LOBs, majorly fashion categories
- Knowhow of Payment Gateway like VISA, MasterCard, PayPal, American Express, etc.

Benefits:

- annual **bonus** payment
- **Top Tier** Medical insurance package for associates and their dependent
- vacation **bonus**, eligible for 10 consecutive days PTO (Personal Time off)
- **bonus** payment/event (childbirth / or in case of a tragic event)
- Meal voucher
- Sport **Benefits**
- Children's Day ticket – 1st of June
- Women's Day Tickets – 8 of March
- Personal time off seniority-based
- Relaxing **playing** room (Card games/Ping-Pong/Pool game/Darts/Books/Puzzle)
- Super hyped colleagues and **great** working **atmosphere** with a lot of **positive energy**
- Awesome **view** of the city
- Epic Super **Hybrid** and **customized working schedule** depending on the service window received from the **client**
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Contact information:

- Email: RomaniaRMG@TechMahindra.com
- Recruitment Team:
 - Lavinia Budisteanu: +40 722 835 690
 - Georgiana Crisan: +40 730 889 505
 - Felix Ciumpileac: +40 742 396 973