APPLY & STAY JOBS

Danish-Speaking Customer Support Advisor – Mercedes (Crete)

Job Squad

Ort: Griechenland
Arbeitsmodell: Home-Office
Stundenausmaß: Vollzeit

STELLENBESCHREIBUNG

Represent Mercedes as part of an international customer support team, helping Danish-speaking customers with questions about models, purchases and technical issues — working remotely from your own home on Crete.

Your tasks include:

- Providing professional support on Mercedes models, purchases and technical issues
- Giving accurate, complete information using the proper procedures
- Building a good relationship with customers through courteous, professional communication
- Meeting customer service quality goals, compliance standards and productivity targets
- Creating a positive customer experience
- Following management direction and providing feedback

A valid EU passport is required to apply.

ANFORDERUNGEN

- Dänisch: Niveau Muttersprache (C2)
- Englisch: Fließend (B2-C1)
- Previous experience in customer support is a plus, but not required
- Comfortable using computers and multitasking across systems
- Curious, eager to learn and good at solving problems independently
- Strong phone manner, attentive listening and interpersonal skills
- An interest in cars is an advantage

VORTEILE / BENEFITS

- Fully paid relocation package
- 2 extra salaries per year (14 salaries total)
- Performance bonuses
- Clear development path within the company (supervisor, quality analyst, CSR2, trainer)
- Flight and airport pickup included
- Private health insurance package

- Real estate agent to help you find an apartment
- Assistance opening a Greek bank account and with tax paperwork

BEWERBUNG

Bewerbung über: mw@jobsqd.com

Erstellt über Apply & Stay Jobs