APPLY & STAY JOBS

Icelandic-Speaking Customer Support Advisor – Netflix (Athens)

Job Squad

Ort: Athen, Griechenland

Arbeitsmodell: Hybrid

Stundenaus-maß: Vollzeit

STELLENBESCHREIBUNG

Represent Netflix as part of an international customer support team in Athens, helping Icelandic-speaking customers with account, payment and streaming-related questions by phone and email. You'll work from home and from the office in Athens as part of a supportive, multicultural team.

Your tasks include:

- Providing a high level of support to customers via phone and email
- 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

- Isländisch: 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

VORTEILE / BENEFITS

- Work from home and from the office in Athens
- 2 extra salaries per year (14 salaries total)
- Performance bonuses
- Clear development path within the company (supervisor, quality analyst, CSR2, trainer)
- Relocation package including flight and airport pickup
- 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

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