

## **Customer Care Agent (German Speaking)**

**Number of Posts:** 10

**Contract Type:** Definite for the first year; Indefinite thereafter

### **Job description**

- Your most important task is to provide excellent customer service over the phone
- You capture, structure and guide information adequately
- You take orders and are responsible for scheduling and coordination of appointments

### **Requirements**

- You communicate in writing as well as verbally confident in the German language
- You have good command of spoken and written English
- You have good computer and computer skills
- You are a friendly, very communicative and motivated person
- You have verbal and written communication skills
- You have a quick mind and a careful way of working
- You can adapt quickly to new circumstances
- Your way of working is independent, responsible and customer-oriented
- You are open to other cultures

### **Training provided**

In-house training provided

### **Any assistance with accommodation/relocation**

Flight to Malta will be reimbursed against official flight bill

We will be happy to help in suggesting possible accommodation options

### **Any other benefits**

We offer you:

- motivated and friendly team colleagues
- A secure full-time job
- Regular team events where together we celebrate our successes, including Summer and Christmas parties
- A modern office, free coffee and tea, biscuits and fresh fruit every morning
- Company Health Insurance
- Tal-Linja Bus card on your arrival
- Breakfast at the office every first Monday of the month

### **Salary**

EUR 20,000 – Monday to Friday

EUR 23,000 – Monday to Sunday availabilities (planned to work 5 days per week)

### **How will the interviews be held**

Assessment over the phone, if passed, a personal Interview at the office