

**One For All®** is the consumer brand of **Universal Electronics Inc.** We are the inventor of the Universal Remote Control and the technology inside. [www.uei.com](http://www.uei.com) / [www.oneforall.com](http://www.oneforall.com).  
([https://youtu.be/qJuQOI0\\_VAw](https://youtu.be/qJuQOI0_VAw))

Universal Electronics however is a lot more than a remote control company. As a global leader in wireless control technology for over 20 years and a European leader in home antennas, supplier of wireless AV senders and universal brackets, we are shaping and defining what is possible in the connected home. Over 250 million people are estimated to touch our technology every week through remote controls, antennas, brackets and other A/V accessories.

One For All® as our retail brand enriches the experience of being at home by offering comfort and convenience through our retail partners. That's what makes One For All® a market leader and the single most advanced brand of universal remote controls and specific home A/V accessories in the market. We sell universal remote controls, antennas, wall mounts, headphones and other AV accessories at e.g. at Media Markt, Argos, Saturn, Carrefour, etc.

To grow our business, we have a position available for a

## **Customer Support Representative – Spanish speaking**

### **Role:**

The Customer Support Center provides product support to customers who have purchased a One For All product, or who are interested in a product. The ultimate goal of our Customer Support is to ensure our customers to enjoy our products with the fullest capabilities and minimum effort. We offer this service to 14 countries in 6 different languages: English, German, French, Spanish, Italian, Dutch.

### **Your work will consist of two parts:**

1. Answering customer questions in a friendly and efficient manner. In addition, you are also responsible for upgrading universal remote controls. The majority of requests come in through e-mail
2. Based on the questions our customers ask, we maintain all support-related information on our website and internal knowledge bases. This involves: managing and keeping up-to-date FAQs, manuals, videos, e-mail templates

### **You are:**

A friendly colleague who is:

- Fluent in Spanish and English with the ability to communicate clearly, both verbally and in writing
- Customer focused to achieve the best result for your customers and the business
- Flexible to adapt to changing needs and to meet deadlines
- Independent and stress-resistant
- Computer literate, including Excel and internet use
- Able to commit for at least one year

- Flexible in working hours: a minimum of 18 hours in low season, up to 32/40 (in the main season, or during other employees holidays)

### **Our offer:**

An exciting opportunity to play a key role within an international team (+/- 10 colleagues) that provides high quality services in Europe, and which is growing more and more into web self services and web care. Join us and you will enjoy lots of training in a supportive environment.

The Customer Support Department is no traditional call center; the department works very closely as a team with regular contact to e.g. Product Management and the Marketing department. By easily liaising with these departments you will be given the opportunity to really make a difference to our customers.

### **Contact details:**

For more information about One For All®, Universal Electronics and the role offered, please contact Antonella Colletta – Alessi at [acolletta@uei.com](mailto:acolletta@uei.com) / +31 534888000 and send your application to Rianne Schutte – HR Manager at [rschutte@uei.com](mailto:rschutte@uei.com).

### **Learn more about us on YouTube:**

30 years Universal Electronics: <https://www.youtube.com/watch?v=jJ-bvBUktiE>

QuickSet: [https://www.youtube.com/watch?v=4kd9piG\\_Xks](https://www.youtube.com/watch?v=4kd9piG_Xks)

Retail brand One For All: [https://www.youtube.com/watch?v=qJuQOI0\\_VAw&feature=youtu.be](https://www.youtube.com/watch?v=qJuQOI0_VAw&feature=youtu.be)

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