

Native French Tech Support & Web care position (24hrs)

Who are we looking for?

- Are you interested in the newest ways of serving customers, e.g. via mobile chat and web care?
- Do you also feel that customers should be able to be self-supporting online via mobile apps, instruction video's, helpful FAQ's etc. instead of being on the phone for hours?
- Do you like working in a small international team with a variety of cultures and serving customers from 14 different countries in Europe?
- Have you got an interest in the newest AV accessories, with connected mobile apps and integrated Bluetooth technology?

So, if you have what it takes to both engage with customers and to take our online services to another level, than this is the job for you!

This is Universal Electronics | One For All:

Universal Electronics is the global market leader in wireless technologies. Under the brand One For All (www.oneforall.com) we sell a.o. universal remotes, digital TV antennas, Bluetooth Music Receivers in consumer electronics shops (like Media Markt, Amazon, Coolblue) around the world.

One For All Global HQ in located Enschede and exists of is Sales, Marketing & Communications, Product Management and Customer Support. Everything is managed from the top floor in the office building: product design & manufacturing, product packaging & manuals, apps & websites, etc.

The Customer Support Center offers support in 6 different languages (English, German, French, Spanish, Italian, Dutch) to customers and shops in Europe. They offer 2nd line support to local support teams in e.g the USA, New Zealand, Australia, South Africa.

What will be your job?

As a representative, you will not just be handling phone calls, or writing emails. You will also be chatting with customers, writing online support content (e.g. FAQ's), responding to customers reviews and social media messages, exchanging defective products and reprogramming them.

Who are we looking for?

- You have a bachelor's degree
- You speak fluent French and fluent English, Italian is an advantage.
- You are able to interact with the use of different channels (mail, socials etc)
- You are customer focused & able to work independently
- You are looking for a job for at least one year

We offer you:

- Upgrading your C.V. with a job in a large, corporate, American based company
- An international team; a mix of cultures and diverse backgrounds
- Flexible working hours, depending on the workload
- A varied job with a lot of responsibilities