

German Tech Support & Services representative

What will be your job?

- You will not just be answering phone calls, or writing emails, like most support/services teams or contact centres.
- This job consists of many different tasks and you will have full responsibility to take care of our customers; from answering a simple question, performing software updates of a customer's remote, to deciding if a customer needs an exchange for a defective product and consulting our product managers about specific cases. Our representatives get full freedom to handle it all.
- You will also help create new articles in our websites knowledge base and, as a German speaker, be responsible for e.g. translating texts for our German website, social media posts and messages on our product packaging.
- You will be working in a small international team with other native speakers (French, Italian, Spanish and everybody speaks English) This team serves customers from 14 different countries in Europe, and you will even be talking with worldwide One For All customers when it comes to web care and social media.
- The German team consists of you and 4 other team members. Together you will ensure that all our German customers feel they are in good hands. And you will do the same for our English customer base, together with the whole team.

This is Universal Electronics | One For All:

Universal Electronics is an American company, based in Arizona, USA. We are the global market leader in wireless technologies meaning we manufacture TV accessories (like Universal Remotes, Wall mounts, Bluetooth music receivers). Our products incorporate cool technology; voice controlled remotes, products programmable via smartphone Apps, smart home products that work with e.g. Google Home and Amazon Echo.

One For All (www.oneforall.com) is one of the brands by Universal Electronics; One For All products are sold in the bigger electronics stores (like Media Markt, Amazon, Coolblue) around the world; mainly in all of Europe and the USA. Our main product category is the universal remote control in many sizes, shapes and functionality.

One For All Global HQ is located Enschede and exists of 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 and customer communications.

To join us, you:

- Speak and write fluent German and English
- Have experience in working with customers or working in contact centers
- Are customer focused, able to manage your own workload and can handle the full responsibility described above
- Familiar with all kinds of technology and like to be surrounded by cool tech
- Are able to commit to the job for at least one year and are available for 24 hours per week

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 (no evening shifts or weekends)
- A varied job with a lot of responsibilities
- An hourly wage of 11.25, discount on a fitness membership and many other benefits