

Am Bodensee arbeiten und die Luftqualität weltweit verbessern.

IQAir is a worldwide leader in the field of clean air technology. We help people lead longer, healthier lives by protecting them from air pollution and allergens at home and at work. We develop and manufacture advanced air cleaning systems for indoor spaces. Our customers are governmental agencies, schools, medical facilities, Fortune 500 companies, embassies and health conscious individuals in over 70 countries.

For our customer service department, we are looking for a

Global Customer Service Specialist (m/f/d)

Role Summary:

As a Global Customer Service Specialist, you provide pre- and post-sales assistance to corporate and private customers all over the world for our air quality monitoring products. You have a strong interest to help people get the best out of technology. You bring drive, energy and commitment to provide world class customer service.

Key Responsibilities:

- Respond to pre- and post-sales inquiries from consumers from around the world
- Coordinate closely with Sales, Engineering, Marketing, Logistics and other departments
- Respond to online marketplace questions and feedback regarding our products
- Support and advise partners on pre- and post-sales inquiries
- Administration, order monitoring and coordination of customer cases
- Bring feature request and customer feedback to the attention of our product development team
- Maintain weekly reports on customer inquiries, responses and feedback so as to develop customer service analytics and trends
- Maintain the first-level support knowledge base
- Examine trends and initiate improvements in customer service structures and processes

Skills / Requirements:

- Ability to identify and meet customer needs in a competent and positive manner
- Excellent communication and interpersonal skills
- Good telephone and E-mail skills
- Good verbal and written skills in English and German. Additional languages helpful.
- Strong computer skills
- Ability to work with different systems
- Good knowledge of problem solving
- Love of technology products
- Attention to detail and accuracy

Our Offer:

- An exciting position in a globally active technology company
- Flat hierarchies and short decision-making processes
- Innovative and growing family owned and operated business with best-of-class products for the improvement of indoor air quality

Place of work:

88239 Wangen in Allgäu,
Region Lake Constance (DE)

If you are interested and have the right qualifications, please submit your application by email together with your earliest start date and all documentation to:

Kirsten Netzer
Head of Human Resources

IQAir Germany GmbH
Karl-Maybach-Str. 18
88239 Wangen im Allgäu
Email: hr.de@iqair.com



Diese Stelle besetzen wir ohne Unterstützung von Personaldienstleistern