



DE Digital Specialist

Amazon Cape Town is seeking bright, articulate, detail-oriented applicants with a desire to contribute to a world class customer service organisation and join our German digital team in a position as a Customer Service Associate.

Your mission will be to provide outstanding customer and technical support to Amazon customers with regards to technical products via telephone, chat and email. The successful candidate will have interest in and deep knowledge of, the Internet, computers, digital media, wireless networking, mobile devices and applications. You will be able to use all necessary Customer Service tools appropriately, including but not limited to computer and Internet access. This vital and fast-paced position requires an action-oriented, technically competent and flexible problem-solver with excellent communication skills.

Responsibilities:

- Provide account and application support to customers, specifically with regards to software functionality and troubleshooting of system configurations and network settings.
- Provide prompt, efficient, detailed, customer-oriented service to Amazon customers.
- Act as an advocate for our customer, reporting and acting on observed areas for improvement.
- Assume responsibility for developing detailed knowledge about specific product lines and features.
- Ensure internal reference pages are updated.
- Ensure interactive website features are operational and surface all problematic issues for immediate correction.
- Actively seek solutions and identify trends and suggestions to customer needs..

What we offer:

- Full training for all required technical systems (5 weeks)
- Competitive salaries
- Medical Aid contribution (including spouse and up to 3 children)
- Career Growth Opportunities (locally and global) within an exciting and fast growing global company
- Work Visa
- Quarterly performance bonuses
- Part time options available (No less than 20 hours pw)

Basic Qualifications:

- Fluency in English and German, written and verbal communication.
- Matric or equivalent qualification (Grade 12/Standard 10)
- Solid typing, phone, and computer navigation skills
- Ability to efficiently navigate the internet
- Ability to thrive in a fast-paced work environment while maintaining high quality outputs
- At least 1+ year of experience working with customers
- Ability to work as an effective team member
- Strong interpersonal skills
- Flexibility in terms of work schedule (Shifts will possibly start and end outside of business hours)
- Positive attitude and a passion for providing excellent customer service
- Superior troubleshooting and analytical skills in conjunction with a structured systematic approach to problem solving.
- Effective communication and written skills

Preferred Qualifications:

- Tertiary Qualification
- Previous experience in a technical support role

Amazonians possess the following skills:**Customer Obsession**

- Ability to empathize with and prioritize customer needs
- Uphold company values and respect every customer
- Exude patience and ownership with each customer
- Ability to resolve conflicts and set appropriate expectations with customers
- Ability to determine customer needs and provide appropriate solutions

Communication Skills

- Ability to communicate clearly and concisely with both external customers and coworkers
- Ability to document customer account activities thoroughly and concisely
- Comprehension skills - ability to clearly understand and respond appropriately to the issues that customers present
- Composition skills - ability to consistently compose a grammatically correct, concise, and accurate written response to customer issues

Problem-Solving Skills

- Ability to approach problems logically and with good judgment to ensure the appropriate customer outcome
- Ability to make appropriate decisions on behalf of the customer effectively and quickly
- Desire to continually learn
- Solution orientated and self-motivated

Computer Skills

- Familiarity with multiple browsers, multiple tabs and window navigation
- Fluency in computer navigation and Microsoft Outlook