



## **DE Retail Customer Service Associate**

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 retail team in a position as a Customer Service Associate.

Your mission will be to deliver timely, accurate and professional customer service to all Amazon customers. This vital position requires an action-orientated, flexible problem-solver who will assist in resolving any customer facing problems. Associates will communicate with customers via telephone or email. Associates will utilize a variety of software tools to navigate customer accounts, research and review policies, including communicating effective solutions in a fun and fast paced environment.

### **Responsibilities:**

- Attend to all customer queries relating to online orders or the ordering process via email and phone
- Provide account support to customers
- Act as an advocate for our customers, reporting and acting on observed areas for improvement
- Provide prompt, efficient, detailed, customer-oriented service to all Amazon customers
- Actively seek solutions to customer needs and identify trends to appropriate personnel, including possible solutions or suggestions
- Ensure internal reference pages are updated

### **What we offer:**

- Full training for all required technical systems (4weeks)
- 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**

- Excellent verbal and written skills in German  
**Or**  
Good command of spoken German, basic written skills
- Excellent command of English Language (verbal and written)
- 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
- Effective communication and written skills

**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