

Full Time- German Retail -Customer Service Associate

DUTIES	(Please refer to the job description attached)
HOURS	Hours for your shift may vary between the hours of 06:00 am and 00:00 am. You may also be required to work one day on the weekend
SALARY	R 73 per hour. This works out to an average of R 12,653.09 per month and R 151 837 per year before tax and other lawful deductions.
Over Time	Over Time worked is paid at 1.5 X the normal hourly rate
Sunday Pay	Any hours worked on a Sunday are paid at 1.5 X the normal hourly rate
Public Holiday	Any hours worked on a Public Holiday are paid at 2X the normal hourly rate
Shift Allowance	Shift allowance: an additional rate of R2.50 per hour is added to your hourly rate per hour when working anytime between 6pm -10pm, and an additional rate of R3.50 per hour when working anytime between 10pm - 6am is added to the hourly rate
ADDITIONAL EARNING OPPORTUNITIES	PRP Bonus: We also pay a PRP (Performance Related Pay) Bonus which is awarded to our Top performers. The amount awarded to these Top Performers can be either 6%, 12% or 18% per month on the gross monthly salary, depending on how high your performance is ranked in the department. This bonus can be achieved monthly but payout is quarterly.
Benefits	It is compulsory to sign up for Medical Aid (Amazon uses Discovery Health) as well as for the Provident Fund (Amazon uses Momentum). The business contributes 930 ZAR towards the medical plan you select, as well as matching up until 4% contribution towards your Provident Fund.
IMMIGRATION	Should you require a Work Permit, Amazon will sponsor your permit application, as well as reimburse costs for application of your police clearance, courier costs, medical and radiological reports costs.
RELOCATION	*Please note that Amazon does not cover travel costs to South Africa. We are happy to provide you any support we can in finding accommodation and settling down in Cape Town should you be successful with us J
VISA COSTS	In the event of the termination of your services for any reason whatsoever, prior to the second anniversary of your Start Date, you will be responsible for reimbursing Amazon for any payments made by Amazon to yourself or on your behalf, for work visa purposes. This reimbursement will be on a prorated basis at the rate of: -100 % should you leave within a 12 month period, -50% should you leave within a 13 to 18 month period, and -25% should you leave within a 19 to 24month period*** *Amount: Between 10 – 15 000 ZAR



Job Description

Your mission will be to provide outstanding customer and technical support to Amazon customers in regards to technical products via phone, chat and email. The successful candidate will have interest in, and deep knowledge of, the Internet, computers, media, wireless networking and mobile devices and applications. She / he 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 to customer needs and identify trends to appropriate personnel, including possible solutions or suggestions.
- Develop expertise in Amazon's Kindle product and related

Basic Qualifications:

- Fluency in German verbally and English fluency required both written & spoken.
- Superior troubleshooting and analytical skills in conjunction with a structured systematic approach to problem solving
- Effective communication skills and composure under pressure; clear and diplomatic writing skills.
- Flexibility/Availability to provide support on a shift model
- Customer Service experience, experience within a technical support role is advantageous.

Preferred Qualifications:

- Tertiary qualification
- Previous experience in a technical support role will be advantageous.