

## **CX Front Office Senior Specialist with German**

### **Get to know us:**

Curious. Ambitious. Resilient.

Sound like you? You'll fit right in.

From your very first day, you'll be encouraged to lead, speak your mind and take ownership of your success. You'll have your colleagues behind you because we believe that with hard work and a strong team, we can achieve anything. The most important thing to know? We aren't afraid to dream big, and we never shy away from a challenge.

We're looking for talented people who love being out of the office meeting new customers. People who have a passion for beer and want to gain front-line sales experience at the world's biggest brewer. We're present in over 150 countries and have a diverse portfolio of over 500 beer brands including global brands Budweiser®, Corona® and Stella Artois®.

The purpose of the role is to deal with customers complaints and questions, provide information about products and services, coordinate and follow up the actions via calls, e-mails or customer platforms. For more info read below.

We are currently offering you one year contract but when both sides are satisfied, for sure we are happy to prolong the cooperation and make our cooperation unlimited.

### **The role:**

- Receive questions/information requests and identifies the contact's specific needs (via call or ticketing tool)
- Research the contact's issue/question in the knowledge database, interpret guidelines
- Escalate the issues to the manager or subject matter expert if issue can't be resolved
- Participate in the projects to support the various business areas
- Maintain a positive and professional attitude toward customers at all times
- Manage the customer complaints with the sense of urgency
- Knowing our products and processes inside and out so that you can answer questions
- Responding promptly to customer inquiries through various channels
- Keeping the tracker of customer interactions, transactions and complaints
- Ensure customer satisfaction and provide professional customer support
- Develop working knowledge of Sales Force.com to propose changes and improvements of Customer Experience (any other) platform
- Run reports to analyse issues and implement improvements within Customer Service
- Analyse key performance metrics

### **You should have:**

- Positive and professional attitude
- Ideally experience in a multi-cultural environment/ international company
- Experience with Customer Service model is welcomed
- Commercial background would be an advantage
- Microsoft Office knowledge, mainly Excel
- Salesforce knowledge is a plus
- Languages: fluent English and fluent German
- University Degree or high school plus similar job experience

### **Benefits:**

- Individual Bonus, paid twice a year
- Accident, Health and Luggage Insurance
- Work-life coaching program
- 25 days of holidays
- Meal vouchers
- Multisport card
- Edenred Benefit café card
- Compensation of income during long term illness

- Company events
- Office refreshment
- Beer vouchers
- Language bonus

**What you can expect from us:**

In this role, you'll have the potential to transform our business and your career. You'll get the support and coaching you need to succeed. We're a meritocracy, with plenty of room for growth and development, so you know your hard work will be rewarded. We encourage you to think big and go after your goals. You'll get to be creative, work with international teams so you can build a global network and have direct control over your career and where it takes you.

*As the leading global brewer, we are committed to bringing people together for a better – and more equal – world. A more equal world starts when everyone can thrive. At AB InBev, we value the diversity of cultures, perspectives, skills, and experiences within our workforce. We strongly encourage women, people of color, LGBTQ+ individuals, people with disabilities, members of ethnic minorities, foreign-born residents, and veterans to apply.*

If this sounds like the incredible opportunity you've been waiting for, apply today.